

CUF50107 Diploma of Screen and Media



International Student Policies & Procedures for Students

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1. How to enrol in a course at Queensland School of Film and Television

- 1.1 You will be provided with the Student Information Book, relevant course flyer/information and enrolment form prior to enrolment
- 1.2 Complete the Application Form and sign and provide together with a copy of passport and qualifications (if applicable)
- 1.3 Passport, visa and date of birth will be checked before enrolment proceeds with Immigration
- 1.4 Receipts will be issued for all monies received and documented on the enrolment form
- 1.5 Enrolment Form and passport are photocopied
- 1.6 Letter of offer sent to you with acceptance agreement
- 1.7 Read and sign acceptance agreement and return together with first year's enrolment fees, your Overseas Student Health Cover (if not already paid upon enrolment) in Australian Dollars.
- 1.8 When your payment is received Queensland School of Film and Television will provide you with an electronic Confirmation of Enrolment (CoE) which you can then use for your visa application.
- 1.9 Copies of all of above mentioned documents will be placed in your student file
- 1.10 You will be given the opportunity of paying full fees up front or entering into a payment plan. All fees paid in advance will be banked in Course Fee Account until commencement of relevant course. At this time the funds will be transferred into the general operating account.
- 1.11 Refund Policy (refer to this Student Handbook)
- 1.12 Any refunds given will be clearly documented on your file and signed by you to verify receipt of refund due, as required in the refund policy.

Please Note:

- Queensland School of Film and Television regularly reviews all information provided to clients to ensure its accuracy and relevance.
- You do not need to be enrolled as a full time student, if only subjects being undertaken are to repeat to complete the course
- In the event that the venue for training is required to change, you will be notified 20 working days prior to the change

Contact Details

It is important that the following information is accurately noted on your enrolment form and that if any of this information changes that you notify Queensland School of Film and Television at the earliest opportunity (as per the conditions of your visa):

1. Correct and clear spelling of your name
2. Date of birth
3. Current address
4. Any assistance that you may require throughout the course
5. Any recognition of prior learning and/or credit transfer that you wish to apply for
6. Proof of your English language abilities (IELTS or equivalent)
7. A copy of your student visa (if transferring in from another institution in Australia)
8. Copy of Passport (if applying from outside Australia)
9. Proof of payment of fees (Where applicable)

****YOU ARE RESPONSIBLE FOR ENSURING THAT QUEENSLAND SCHOOL OF FILM AND TELEVISION ADMINISTRATION HAS YOUR UP-TO-DATE CONTACT DETAILS. PLEASE NOTIFY ANY CHANGES WITHIN 7 DAYS OF THE CHANGE****

Course Details

Please refer to the Course Information Booklet on the QSFT website for all details regarding courses including course costs, duration, entry requirements, and units of competency.

Course fees

Unless otherwise advised fees:

- will be payable in Australian currency (\$AUD);
 - may be subject to change;
 - do not include the cost of individual text books, stationary, uniforms, materials, tools or other individual items of equipment necessary for the course (the cost of these is detailed in the Course Flyer); reflect the content of the course and the award, not the duration, therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course:
- may be reduced or refunds maybe granted only if a student is granted sufficient credit transfers or exemptions such that the course is completed in a shorter than normal time; and
 - granting of RPL (Recognition of Prior Learning) or credit transfer may impact on student visa conditions.

Sundry Fees

Some courses have associated sundry expenses including textbooks, stationery, uniforms and other personal expenses during the course of study. You are responsible for the payment of student sundry expenses.

Variation to tuition fees

Should you complete the course in a period less than that stated on the Agreement of Course Offer and Acceptance, the instalment amounts may alter.

Should you require a period greater than that stated on this offer to complete the course; you will be subject to additional fees.

Nothing in Queensland School of Film and Television's refund and transfer of credit processes negates your rights as an overseas student to take action under Australia's consumer protection laws in the case of financial disputes.

Payment

Before start of each semester, a tax invoice for tuition fees in Australian currency (\$AUD) is sent to your current mailing address for payment by cash, telegraphic transfer, money order, credit card, or a bank cheque payable to Queensland School of Film and Television by the expiry date on the Agreement of Course Offer and Acceptance. Payment of fees is deemed as acceptance of these terms and conditions.

You will not be allowed to commence studies until all applicable fees are paid. This includes any OSHC, late fees and administration charges from the Agreement of Course Offer and Acceptance. You will also need to ensure you have paid all accommodation booking fees or airport reception fees to any other contractors before commencing your studies with Queensland School of Film and Television.

Course Entry Requirements

Queensland School of Film and Television welcomes overseas students who are 18 or over the age of 18.

If you wish to apply to Queensland School of Film and Television but you aren't an Australian citizen, Australian permanent resident, New Zealand citizen, or holder of a permanent humanitarian visa, you are considered to be an overseas student and you must apply for an overseas student visa from an Australian Embassy in your home country before leaving for Australia.

At times the visa application can be a lengthy process so you should make your visa application early to ensure that you are able to begin your studies at Queensland School of Film and Television on the commencement date.

Visas usually last for the duration of your course and often have the condition that you leave the country on the completion of your course, more information regarding visas and studying in Australia can be found at www.studyinaustralia.gov.au or www.immi.gov.au.

Learning Resources:

The cost of all learning resources required to complete your nominated course is included in the tuition fees. Other costs not included in your tuition fees are listed in the Course Flyer.

English Language and Academic Requirements

When assessing applications for entry into a formal course at Queensland School of Film and Television, a number of factors are considered. Generally, applications must satisfy Academic and English language requirements. Queensland School of Film and Television reserves the right to accept or deny entry into a course.

Consideration for special entry into a course may be granted to a mature age student (generally over 20 years of age) who can provide evidence of prior work or life experiences in a field related to the course. Applicants will be required to provide details of the nature and duration of the work undertaken, the level of responsibility and at least one reference from an employer. Mature age applicants must also satisfy the English Language entry requirements that have been specified below.

All of Queensland School of Film and Television's CRICOS registered courses have specific entry requirements, these requirements are outlined in the Course Information Booklet in the QSFT's website.

Queensland School of Film and Television must see evidence of these pre-requisites before a student can enrol into a course.

For those overseas students whose first language is not English you must satisfy one of the following English language proficiency requirements:

- Sound achievement or equivalent in Australian year ten English
- Sound achievement or equivalent in year ten English Communication
- The successful completion of an acceptable formal English course (not ELICOS) where the medium of instruction throughout the course was English
- An IELTS level of 5.5 or equivalent
- Completion of RTO proficiency test (administered free of charge)

AND

Overseas Students must be able to read, write and comprehend English to a level which will allow you to undertake and understand your chosen course. To test this, a Language, Literacy and Numeracy needs assessment will be conducted before the commencement of a course.

2. College Location and Facilities

Queensland School of Film and Television is located at:

7/35 Ethel Street Yeerongpilly

Here at Queensland School of Film and Television we:

- Utilise electronic teaching aids and equipment
- Utilise professional, flexible and up to date applications in our courses
- Offer student salon facilities and access to student resources throughout their stay

Training Staff

Queensland School of Film and Television abide by the AQTF Essential Conditions and Standards regarding Trainer and assessor qualifications in relation to all training and assessment activities. We ensure that all of our Trainers and assessors have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40110) and
- A minimum of five (5) years' recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles
- Up to date knowledge of Vocational Education and Training (VET)

3. Living in Brisbane

Brisbane is the capital city of the state of Queensland and is located on the east coast of Australia. Situated on the bank of the Brisbane river, it has a population of more than 3 million people from over 180 countries and speaking 140 languages.

Climate

The mild sub-tropical climate in Brisbane averages 290 days of sunshine per year; 1371 millimetres of rainfall; seawater temperature of 22°C, and air temperature of 25°C. Seasonal changes in:

- Summer – December to February between 19-30°C
- Autumn – March to May Between 11-28°C
- Winter – June to August between 10-22°C
- Spring – September to November between 13-28 °C

Emergency

Police, Fire, Ambulance 000 Telephone Interpreter Service (TIS) 13-1450

International calls

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

For additional information on studying in Australia please see the Australian Government website “Study in Australia” at www.studyinaustralia.com.au.

4. Cost of Living

Brisbane caters for a diverse range of lifestyles, which can be enjoyed on a student budget. An international student would need to allow an estimated AUD\$18,720 per annum for basic living costs if not sharing accommodation. Costs can be reduced by sharing with friends and budgeting carefully. Items such as car costs, tuition fees, and entertainment and internet charges are not included. Please refer to <http://studyinaustralia.gov.au/Sia/en/Studycosts/LivingCosts> for further information.

Accommodation Options

Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental.

- **Homestay:** While you study in Australia, you may choose to be accommodated with a host family. Staying with an Australian family is one of the best ways to introduce you to Australian culture and lifestyle. Please contact the International Student Officer for more information. Prices range from \$110 – 270 a week.

Queensland School of Film and Television acknowledges their responsibility and duty of care for overseas students, and the College has an agreement with a number of organisations for the provision of home stay services by host home stay providers in the local Brisbane area by people over 21 years old, and of good character evidenced by a positive notice Blue Card issued from the Commission for Children and Young People and Child Guardian.

- **Hostel Accommodation:** While you study in Australia, you may choose to stay at a hostel. Hostels usually provide you with your own room plus access to a shared bathroom, living and leisure areas. Some hostels provide meals, while others require you to cook your own meals. Prices range from \$80-\$135 per week and may have extra charges for appliances and a security deposit.
- **Renting and leasing property:** While you study in Australia, you will need a place to live that may be your own rental apartment, flat or house. Rental and lease vacancies are found in local newspapers, the local real estate agency display windows and website www.realestate.com.au or within the Yellow Pages: <http://www.yellowpages.com.au>

Renting a property, like an apartment, flat or house means that you can have independence, are close to your place of study, can choose whom you live with, however you may need to buy (or rent) furniture and electrical products. If you rent or lease, the real estate agent will ask you to sign a contract (Tenancy Agreement or Lease Agreement) that is between yourself, the real estate agent, and the property owner. The contract will specify the length of time, usually six (6) to twelve(12) months that you will stay in the property; property description; price of rent or lease; price of bond or security deposit (usually one month's rent); and any special conditions. Make certain that the accommodation meets your needs, and is affordable. The average price for a one-bedroom apartment, house or flat ranges from \$100 - \$280 per week; or \$250 - \$400 per week for two (2) to three (3) bedroom accommodation. A bond or security deposit is usually equal to one month's rent, and is paid to the real estate agent or owner in case you don't fulfil your responsibilities. When you vacate the property, leave it in reasonable condition, and fulfil all rental or lease obligations the bond or security deposit will be refunded to you.

- **Share accommodation:** Shared accommodation is usually arranged after you have arrived in a local area. It is usually a rental arrangement between yourself, the person who has signed the contract (Rental or Lease Agreement) and approval from the owner and real estate agent. The price of shared accommodation depends on the size and number of people sharing the property. In a shared apartment, flat or house each person usually has their own bedroom and shares the bathroom, kitchen and living areas with others. You will need a budget of \$250-\$370 per week for accommodation, food, utility accounts, transport, and personal goods. The price of these items vary – share accommodation (\$70-\$230), food (\$80-\$120 either purchased for your own use or shared with others), and utilities (electricity, telephone, internet/ broadband subscription etc.).

5. Student Employment

Students intending to work in Australia must apply for a permission to work visa.

Students can only apply once they have commenced their studies. Obtaining a work visa will allow students to work up to 20 hours per week during trimester and full-time during holiday breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

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 professional practice times. 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.

6. Transport

Brisbane is well serviced by public transport. Ferries service various parts of the river with larger City Cats providing express services with the smaller City Ferries providing more stops. For more details see: www.ourbrisbane.com/transport/ferries-in-brisbane

Buses provide a cheap and reliable method for getting around Brisbane and the suburbs. For more details see: www.ourbrisbane.com/transport/buses-in-brisbane Brisbane also boasts a world class rail system servicing the City, Suburbs and Gold Coast regions. More details can be found at: www.ourbrisbane.com/transport/trains-in-brisbane Occasionally you may wish a more personal service, Brisbane's Taxis are fast and efficient, see www.ourbrisbane.com/transport/trains-in-brisbane

Queensland School of Film and Television is situated in Yeerongpilly and serviced by a railway station and Busway Stations.

7. School Aged Dependant Children

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- There are two types of schools in Australia – State schools and independent schools.

Fees are payable by international students at all State schools unless you:

- are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
- hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.

You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

You should also take into consideration the distance from the school to Queensland School of Film and Television, the suburb in which you intend to live and the method of transport you plan to use.

More information on schooling for dependant children can be found at

<http://www.eqj.com.au/programs/dependant-student.html>

8. The Australian Quality Training Framework (AQTF) Standards

You are about to consider becoming a student in the process that can result in achieving a nationally accredited qualification.

The required standards are defined in the [Australian Quality Training Framework \(AQTF\)](#). The Department of Education and Training (DET) QLD audits Registered Training Organisations (RTOs) to ensure compliance against these standards.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five-year registration period.

These standards and the auditing process are intended to provide the basis for a nationally- consistent, high quality vocational education and training system.

The Australian Quality Training Framework is a training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

As a Registered Training Organisation, Queensland School of Film and Television adheres to this system and does all within its power to remain compliant. From time to time students will be surveyed and their cooperation will assist this organisation in remaining compliant.

9. ESOS Act 2000 and the National Code

Queensland School of Film and Television is bound by the Education Services for Overseas students (ESOS) Act 2000 and the Education Services for Overseas Students (ESOS) Regulations 2001 and National Code of Practice 2007 which ensures:

- the integrity and accuracy of marketing materials and recruitment services by qualified, competent, and informed staff;
- competent, informed and reputable representation by appointed agents;
- the provision to prospective students of a full range of information relating to academic programs,
- English language proficiency and qualifications and/or work experience requirements for program entry,
- facilities, resources, teaching and assessment methods, learning resources, fees, refund arrangements, and student support services;
- the provision of orientation and timely international student contact by qualified, competent staff;
- qualified teaching staff deliver and assess education that is compliant with the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS), and Australian Quality Training Framework (AQTF);
- the maintenance of detailed and accurate student records in relation to admission enrolment, academic performance, attendance, grievances, and refunds;
- the provision of student support services including counseling and advisory services by qualified, competent staff;
- the handling of complaints, grievances, disputes and refunds in a timely manner.

10. ESOS Framework

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act and the National Code 2007.

Queensland School of Film and Television recommends that prior to enrolling you visit the Australian Education International website at http://aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm for more information regarding the ESOS Framework.

11. Overseas Student Health Cover (OSHC)

The Australian Government requires overseas students and any dependants to obtain health insurance for the duration of their visit to Australia. Queensland School of Film and Television will arrange health cover for you for the duration of your studies, after this time you will be responsible for renewing yours and your family's health cover before the expiry date. It is a condition of the Student Visa that you as a student are covered by Overseas Student Health Cover (OSHC) for the entire period of study in Australia. The health cover fees must be paid to Queensland School of Film and Television with your tuition fees upon enrolment. The cost of your OSHC will be evident on your Acceptance Agreement and also in the Course Information Booklet.

Please refer to the website of the OSHC provider for information on what services are covered.

12. Hours of Study

International Students must study fulltime as part of their visa requirements. At QSFT you will undertake a workload of 5 Areas of Study and have contact for 20 hours per week. It is suggested that approximately 20 hours per week should also be allocated to study. (20 hours includes assignments and home study.) Lectures are normally held from 6pm to 9pm, Monday to Friday. You will also participate in Learning Support tutorials from 5pm to 6pm Monday to Friday. As well as this QSFT provides Professional Practice weeks throughout your course that enables you to work on the practical elements of your studies. These times revolve around the pre-production, production and post production of a short film, documentary and television commercial.

13. 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.

14. 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 QSFT reception desk by 5-30pm 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.

NOTE: Assignments are receipted at the QSFT reception desk when handed in – this is for students’ protection. Students **MUST** sign their blue Cover Sheets, available from the QSFT reception desk. 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, available at QFST reception desk and submitted to the International Student Support Officer (**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 International Student Support Officer. 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 the International Student Support Officer if they are having difficulty meeting due dates for assessment items. The International Student Support Officer 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 International Student Support Officer. As well if the extension affects the student's close of study date, or requires additional teaching hours. 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 International Student Support Officer, a re-submit may not be allowed.

Deferred Assessment

Students must apply to the International Student Support Officer, 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 International Student Support Officer 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 International Student Support Officer. 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 International Student Support Officer. Please refer to the Complaints and Appeals Policy in this handbook.

15. 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.

16. 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 in Appendix 1 of this document.. 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 International Student Support Officer 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 RPL/Credit Transfer Request form (Appendix 1 of this document) 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. 3 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 3 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. If course credit is granted the student will be required to sign the accompanying record of course credit as per their e CoE.

17. 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 International Student Support Officer'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 International Student Support Officer. 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 assessments attract a fee of \$55 (inc GST) per assessment.

18. 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 International Student Support Officer to discuss the situation.

19. 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.

20. 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 whether their contact details can be given out for industry work experience/opportunities. 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.

21. 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

M - Not yet competent

J - Recognition of Prior Learning

C - Credit Transfer Granted

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 15 Units for the course is required to achieve CUF50107 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 International Student Support Officer 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.

Please Note an RPL assessment does not receive a PLA result. 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

Specifications	Suggested Evidence (CREDIT)	Suggested Evidence (DISTINCTION)
<ul style="list-style-type: none"> ■ Creative use of personal strengths in the management of work tasks 	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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
<ul style="list-style-type: none"> ■ Shows ability to overcome constraints to achieve best practice 	<ul style="list-style-type: none"> ■ Identifies common constraints / roadblocks (personal / professional / organisational) ■ Clarifies stakeholder interests (surveys / interviews / observations) ■ Plans to optimise outcomes for stakeholders 	<ul style="list-style-type: none"> ■ Collaborate with stakeholders to engage support to implement innovative solutions
<ul style="list-style-type: none"> ■ An ability to implement unique solutions 	<ul style="list-style-type: none"> ■ Synthesises information from different sources and research ■ Considers innovative and diverse ideas and their applications 	<ul style="list-style-type: none"> ■ Utilises lateral thinking in problem solving processes and shares perspectives with others ■ Customises plan or solution to meet identified needs
<ul style="list-style-type: none"> ■ Demonstrates inclusive practice in all work practices 	<ul style="list-style-type: none"> ■ Adapt work practices to ensure inclusivity ■ Values individual differences 	<ul style="list-style-type: none"> ■ Advocates inclusive work practices ■ Identifies hidden barriers e.g. taboos, prejudice

Resource Planning and Use

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

Specifications	Suggested Evidence (CREDIT)	Suggested Evidence (DISTINCTION)
<ul style="list-style-type: none"> ■ Ability to source resources 	<ul style="list-style-type: none"> ■ Demonstrates a working knowledge of a wide range of resources specific to work area ■ Outlines availability of resources 	<ul style="list-style-type: none"> ■ Collects innovative resources ■ Up to date, comprehensive resource directory
<ul style="list-style-type: none"> ■ Makes effective use of resources 	<ul style="list-style-type: none"> ■ Demonstrates appropriate, timely and efficient use of a range of resources 	<ul style="list-style-type: none"> ■ Adapts resources in a innovative manner e.g. team members ■ Develops new resources ■ Accesses appropriate shared resources (e.g. technology, facilities, etc)
<ul style="list-style-type: none"> ■ Consistently evaluates the use of resources in a cost effective manner 	<ul style="list-style-type: none"> ■ Monitors and documents use of resources ■ Identifies gaps in costing structures 	<ul style="list-style-type: none"> ■ Demonstrates ability to research, analyse and evaluate resource needs / assets Introduces measures to address costing problems

Depth & Breath of Knowledge & Skills Acquired

Specifications	Suggested Evidence (CREDIT)	Suggested Evidence (DISTINCTION)
<ul style="list-style-type: none"> ■ Researches, analyses & Synthesizes knowledge & skills. 	<ul style="list-style-type: none"> ■ Identifies methods of gathering and organising information. ■ Explores solutions ■ Justifies statements or actions by referring to relevant authorities/theories/standards/legislation 	<ul style="list-style-type: none"> ■ 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
<ul style="list-style-type: none"> ■ Application of research 	<ul style="list-style-type: none"> ■ High level of written skills ■ Demonstrates advanced use of analytical skills ■ Professional conduct 	<ul style="list-style-type: none"> ■ 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
<ul style="list-style-type: none"> ■ Demonstrates forward planning/thinking 	<ul style="list-style-type: none"> ■ High level of self-direction 	<ul style="list-style-type: none"> ■ 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:

DOCUMENT	FEE*	PROCESSING TIME
Academic Record (results)	\$11.00	1 week
Confirmation of Enrolment	\$11.00	1 week
Replacement Diplomas	\$35.00	3 weeks

*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.

22. 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 International Student Support Officer (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.

23. Deferral, Cancellation and Suspension

Students are able to temporarily suspend their duties during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances. Students may also have their enrolment suspended due to misbehavior which can also be grounds for cancellation of studies. Students have the right to appeal a decision by Queensland School of Film and Television to suspend or cancel their studies and Queensland School of Film and Television will not notify DEEWR of a change to the enrolment status of the student until the internal complaints and appeals process is completed.

Deferring a Semester

Students who would like to defer their studies must first speak to the International Student Support Officer. An application to defer must be completed and will need to be approved by the International Student Support Officer of Queensland School of Film and Television. Deferral of studies for International students *is only permitted under compassionate or compelling circumstances* Queensland School of Film and Television sees as serious illness, death in the family or for some other exceptional reason. Students are required to provide evidence to support their deferral application on the grounds of compassionate or compelling circumstances.

- a) In granting a student's deferral, suspension or cancellation of enrolment, Queensland School of Film and Television will:
 - notify DEEWR (via PRISMS within 14 days), and
 - inform the student that their student visa may be affected
- b) When Queensland School of Film and Television initiates the suspension or cancellation of a student's enrolment:
 - the student is informed that they have 20 days to access the provider's internal complaints and appeals process (*National Code 2007 Standard 8*)

- until the internal process is completed, the suspension or cancellation cannot take effect unless there are extenuating circumstances relating to the welfare of the student

Academic Misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by a student to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting another student to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means.

Students Responsibilities

- a) Students must not help or receive assistance from another student unless the assistance is authorised by the Queensland School of Film and Television Training and Assessment Coordinator.
- b) Students must be responsible for their own equipment and advise the Queensland School of Film and Television trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
- c) Students must not bring any materials into the examination room other than those specified by the Queensland School of Film and Television trainer.
- d) Students must not bring any materials into the production area other than those specified by the Queensland School of Film and Television trainer.
- e) Students will not be permitted to use computer software or other devices during class or examinations other than those items requested by the Queensland School of Film and Television trainer.

A student may be suspended from sitting a final assessment in any unit for any of the following reasons:

- a) Unauthorised absence from class
- b) Failure to meet the unit requirements, for example failure to attend classes or assessments
- c) Academic misconduct
- d) General misconduct (see below)

Queensland School of Film and Television's Responsibilities

- a) Students must be treated fairly, with dignity and with due regard to their privacy
- b) Students are to be regarded as innocent of alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved
- c) Past misconduct is not evidence that a student has behaved in the same manner again
- d) Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconducts penalised more leniently than subsequent instances of misconduct

Penalties

- a) Penalties imposed will take into account the nature and the extent of the misconduct. Penalties are dependent on the nature of the misconduct which may vary from police intervention (e.g., for theft) to re-sitting of assessments for cheating or plagiarism).
- b) Penalties imposed will take into account the students' stage in the program
- c) Penalties imposed will take into account the conventions of the field of study
- d) A student's second offence is penalised more severely than their first offence and a third offence will result in suspension from Queensland School of Film and Television
- e) Warnings may vary from receiving a written warning to suspension from the course.

Notification and Appeal

- a) Students are notified in writing of penalties as a consequence of academic misconduct
- b) The grounds for appeal are:
 - Procedural irregularities and/or
 - Factual errors on which the decision was based and which were of Queensland School of Film and Television magnitude as to invalidate the decision

- c) Appeals must be lodged in writing to the International Student Support Officer of Queensland School of Film and Television within 20 working days of the date of the student being notified of the consequence.

General Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others. A student is thought to have exhibited general misconduct when they act in a manner Queensland School of Film and Television as the following; dishonesty, harassing other staff or students, cheating and plagiarism, preventing or disrupting learning, disobeying/failing to comply with contractual or legal requirements, misusing, damaging or stealing Queensland School of Film and Television's or property of others, altering or defacing Queensland School of Film and Television's or documents or records, prejudicing the good name of Queensland School of Film and Television, or otherwise acting in an improper manner. Queensland School of Film and Television will report all criminal acts committed by its students to the relevant authorities.

The follow examples indicate the kind of behaviour which constitutes student misconduct. This list is not exhaustive and does not remove the responsibility of students to act in a manner that is consistent with Queensland School of Film and Television policies.

Student misconduct occurs when a student:

- Contravenes any rules or acts of Queensland School of Film and Television
Prejudices the good name or reputation of Queensland School of Film and Television
- Prejudices the good order and governance of Queensland School of Film and Television or interferes with the freedom of other people to pursue their studies, carry out their function of participate in any Queensland School of Film and Television activities
- Fails to comply with conditions agreed in the contract
- Willfully disobeys or disregards any lawful order or direction
- Refuses to identify him or herself when lawfully asked to do so by an employee of Queensland School of Film and Television
- Fails to comply with any penalties imposed for breach of discipline

- Misbehaves in a class, meeting or other activity under the control or supervision of Queensland School of Film and Television, or on other premises to which the student has access to as a student of Queensland School of Film and Television
- Obstructs any member of Queensland School of Film and Television in the performance of their duties
- Act dishonestly in relation to admission to Queensland School of Film and Television
- Knowingly makes false or misleading representation about things that concern the student as a student of Queensland School of Film and Television or breaches any of Queensland School of Film and Television rules
- Alters any documents or records
- Harasses or intimidates another student, a member of staff of Queensland School of Film and Television, a visitor to Queensland School of Film and Television, or any other person while the student is engaged in study or any other Queensland School of Film and Television related activity as a Queensland School of Film and Television student because of another persons race, ethnic or national origin, sex, martial status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- Breach any confidence of Queensland School of Film and Television
- Misuses any facility in a manner which is illegal or which is or s detrimental to the rights or property of others. This includes the misuse in any way of any computing equipment, communications equipment, processing or production equipment or any other property that the student has access to as a student of Queensland School of Film and Television while acting as a student of Queensland School of Film and Television
- Steals, destroys or damages a facility or property of Queensland School of Film and Television or the damage to any other property that Queensland School of Film and Television may be responsible for Is found guilty of improper conduct

Penalties for General Misconduct

Penalties imposed will take into account the nature and the extent of the misconduct. It is important to note that a second offence s penalised more severely than a first offence and a third offence will result in exclusion from Queensland School of Film and Television.

If the student admits to alleged misconduct the International Student Support Officer of Queensland School of Film and Television may:

- Have the student charged for any equipment that is damaged, lost or stolen and/or
- Impose the penalty of suspension from Queensland School of Film and Television in the case of physical or verbal abuse of students or staff or any other person associated with studying at Queensland School of Film and Television.
- Suspension can also be imposed if the student behaves in a manner that demonstrates repeated or severe misconduct or in the case of any criminal acts.

Notification and Appeal

Students are notified in writing of penalties as a result of general misconduct. The grounds for appeals are as follows:

- Procedural irregularity and/or
- Factual errors on which the decision was based and which were of Queensland School of Film and Television magnitude as to invalidate the decision
- Appeals must be lodged in writing to the International Student Support Officer of Queensland School of Film and Television within 20 working days of the date of the student being notified of the consequence. The student's appeal is acknowledged within 5 working days with a response to the student complaint being returned within 10 working days.

24. 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 International Student Support Officer 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 International Student Support Officer 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 two 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.

25. 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 International Student Support Officer. 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 July/December every year. Students who have successfully fulfilled the requirements CUF50107 Diploma of Screen and Media qualification either in Semester 1 (July) or Semester 2 (December) of that year will be eligible to participate in the ceremony. All non-graduating students are always invited to attend this occasion.

26. 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 International Student Support Officer 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 International Student Support Officer. 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.

27. Student Support Services

Queensland School of Film and Television supports students to adjust to life and study in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. Queensland School of Film and Television is sensitive to cross-cultural issues and takes special care to meet the special needs of all clients.

Our Client Support Services include:

- A 2 day culturally and age appropriate orientation program which includes information about:
 - Relevant course information
 - Student support services to assist in transition to life and study in Australia
 - Legal services
 - Accommodation
 - Emergency and health services
 - Facilities and resources
 - Complaints and appeals processes and
 - Any student visa conditions relating to course progress and or/attendance as appropriate

- In house/or referral to Counseling services
- Referral to Welfare and Guidance services
- Study Groups
- Adherence to Access and equity principles
- Access to fair and equitable process for dealing with complaints and appeals (see Complaints and Appeals Policy and Procedures)

- Attendance Policy
- Monitoring Course Progress policy
- Critical Incident policy and procedures
- International Student Support Officer (student's official point of contact who has up to date information on student support services)

- Staff who are aware through induction and training processes, of Queensland School of Film and Television's obligations to students under the ESOS framework

Queensland School of Film and Television does not intend to train international students under the age of 18 and as Queensland School of Film and Television will not be making accommodation/welfare arrangements for overseas students less than 18 years of age.

28. 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 International Student Support Officer who will assist them.

Student Counselling

Students requiring counselling on personal matters or study skills may speak to the International Student Support Officer. 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 International Student Support Officer, 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.

29. Complaints/Appeals Policy and Procedures

Should there be any occasion where there is a complaint or appeal with any of Queensland School of Film and Television services the following steps are taken to resolve the issue (please note: the student may nominate a support person to accompany to meetings or assist them with the complaints or appeals process at any stage of the complaint resolution process) Students have an opportunity to formally present his or her case at no cost to him or herself.

Discuss or resolve the issue with the other party involved. If the appeal is regarding an assessment decision then the student must notify their trainer or the Training and Assessment Coordinator of Queensland School of Film and Television within 7 days of receiving the result.

If a resolution cannot be reached then complaint/issue must be submitted **in writing** to the Queensland School of Film and Television within 28 working days (an Appeal against Assessment form can be used). Once the complaint has been lodged it is registered as a complaint on the Complaints/Appeals Register and the student is notified in writing within 10 working days of the formal lodgement of the complaint or appeal that the resolution process has commenced.

If a satisfactory outcome is not reached and the complaint has not been dismissed then the complaint is referred to the International Student Support Officer of Queensland School of Film and Television. They may attempt to resolve the problem through further negotiation or mediation. If the International Student Support Officer is able to resolve the complaint or appeal the student will be notified.

If it is not possible to resolve the dispute internally using the above methods, they must lodge a **written appeal** to the International Student Support Officer, Queensland School of Film and Television within 14 working days of receiving notice of the outcome of the internal appeal process. Queensland School of Film and Television has an external grievance process available to students if they have exhausted the above procedures and still feel unsatisfied. Accessing the external grievance appeals process is free of charge to students.

Queensland School of Film and Television is also able to advise the student of other external organisations who may be able to assist Queensland School of Film and Television such as the police, counselling organisations or consumer affairs.

Independent mediators are available upon request or by contacting the: Dispute Resolution Branch of the Department of Justice and Attorney General on

Phone: 1800 017 288 Fax: (07) 3239 6284 or Email: trainingdrb@justice.qld.gov.au

<http://www.justice.qld.gov.au/mediation/home.htm>

Dispute Resolution Branch, Department of Justice and Attorney-General

GPO Box 149, Brisbane Qld 4001

Level 1, Brisbane Magistrates Court, 363 George Street, Brisbane Qld 4000

If a student is concerned about the actions of Queensland School of Film and Television then they may approach the State Authority or CRICOS registration. In QLD this is the Department of Education and Training (DET). The Director General of DET has the power to suspend or cancel Queensland School of Film and Television's institutional registration or any course registration if a breach of the requirements of registration provision is proved.

Concerns about the conduct of Queensland School of Film and Television should be addressed to:

Department of Education and Training

PO Box 15033

City East QLD 4002

Further Information Advice on the ESOS Act 2000 and the National Code 2007 contact the ESOS Helpline on: 02 6240 5069 or by email at: esosmailbox@deewr.gov.au .

Comprehensive information on the ESOS Act 2000 and the National Code 2007 is at: aei.deewr.gov.au/ESOS.

Advice on visa matters at the DIAC website: www.immi.gov.au or contact DIAC on 131 881 for the cost of a local call anywhere in Australia.

Advice on PRISMS contact the PRISMS helpline at DEEWR on: 02 6240 7647 or by email at: <https://prisms.deewr.gov.au/Logon/Logon.aspx>

Queensland School of Film and Television will maintain a student's enrolment while a complaint or appeal is ongoing however, this does not exclude Queensland School of Film and Television from reserving the right to suspend a student from attending class or visiting the Queensland School of Film and Television campus/s if that is considered necessary during this period.

All records of complaints and/or appeals are kept on file. If the decision of the complaint or appeal supports the student then Queensland School of Film and Television will immediately implement the decision and advise the student of the outcome.

A copy of this policy will be provided to the student before a contract is entered into or an amount is paid (in the Student Handbook), whichever happens first and again within 7 days after the student starts attending their course (during orientation).

ALL COMPLAINTS MUST BE IN WRITING IN ENGLISH

Please note: the dispute resolution policy outlined in this handbook does not prevent a student from exercising their right to other legal remedies including taking action under Australia's consumer protection laws in the case of financial disputes

Any disputes are settled under Australian Law.

30. Overseas Students Ombudsman

The Overseas Students Ombudsman is a new external complaints and appeals mechanism available to all private registered education providers (except South Australia: explained below) and current - or intending - overseas students under standard 8 of the National Code 2007. The Overseas Students Ombudsman will investigate complaints at no cost to the provider or student.

The legislation establishing the Overseas Students Ombudsman passed on 21 March 2011 and came into effect on 9 April 2011.

The Overseas Students Ombudsman can investigate complaints about action taken by private providers in connection with overseas students. Complaints might, for example, be about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by a provider
- incorrect advice given by an education agent.

The Overseas Students Ombudsman cannot investigate complaints about:

- public providers (which are already covered by the State and Territory Ombudsman) domestic Australian students
- students from overseas who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa).
- providers in South Australia because the Office of the Training Advocate South Australia already offers free, independent complaints handling for overseas students in that state.

The Overseas Students Ombudsman will refer complaints about South Australian private providers to the Office of the Training Advocate.

The Department of Education, Employment and Workplace Relations (DEEWR) will revise the National Code in 2011 to require private providers (except those in South Australia) to use the Overseas Students Ombudsman as their external complaints and appeals mechanism for overseas students.

If you wish to lodge an external appeal or complain, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone **1300 362 072** for more information.

Frequently Asked Questions (FAQs) for providers and other information about the Overseas Students Ombudsman are available at www.oso.gov.au

31. Equipment and Computers

It's recommended that every student 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 advice 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 & Friday between 2pm & 4pm.

Return: Monday & Wednesday & Friday between 9.30am & 1.30pm.

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, unless QSFT group member students. 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.

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.

32. 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

33. 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.

34. 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.

35. 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.

36. 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. 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 Antidiscrimination laws, privacy principles and national copyright laws.

Access and Equity

All students 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 student 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.

37. 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.

38. Refund of Fees

38.1 Conditions of written agreement between Queensland School of Film and Television and the student.

In making an agreement to enrol in a course at Queensland School of Film and Television the applicant acknowledges the following:

- That the information provided by the applicant in their application is complete and correct and agrees to notify Queensland School of Film and Television of a change of address while enrolled in the course
- Agrees to be bound by Queensland School of Film and Television's rules and regulations and any amendments made to the rules and regulations.
- Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by Queensland School of Film and Television.
- Agrees to observe DIAC student visa requirements
- Agrees to pay all fees required on or before the due date as notified in writing by Queensland School of Film and Television or as per the invoice.
- Queensland School of Film and Television will access these fees in accordance with the procedures established by the State Government and the Australian Department of Employment, Education and Workplace Relations (DEEWR).
- Queensland School of Film and Television reserves the right to accept or reject any application for enrolment at its discretion.
- Queensland School of Film and Television reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant.
- Refunds are made in accordance with the policy below and refunds of amounts owed to the student are made within 4 weeks of the default day(student default) or 2 weeks of the default day (provider default).
- Queensland School of Film and Television reserves the right to suspend students from class when fees are not paid which will in effect have an impact on the required 80% attendance that needs to be maintained

- Students have 20 working days to appeal a refund application decision using the Queensland School of Film and Television's complaints and appeals process. Students retain the right to pursue other legal remedies if they remain dissatisfied.
- This agreement and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
- Queensland School of Film and Television dispute resolution process does not circumscribe the student's right to pursue other legal remedies.
- Information pertaining to the student including personal and contact details, course enrolment details and changes that the student provides to Queensland School of Film and Television or that Queensland School of Film and Television collects about the student and the circumstances of any suspected breach by the student of a student visa condition, may be shared between Queensland School of Film and Television and the Australian Government and designated authorities and the ESOS Assurance Fund Manager. Information may be disclosed without your consent where authorised or required by law.
- Tuition fees are not transferable to another person or institution.
- Queensland School of Film and Television reserves the right to suspend an international student who is in breach of Australian Government visa requirements or whose conduct disrupts the normal operation of classes. In such cases no refund is made.
- Queensland School of Film and Television reserves the right to change, alter or amend curricula, syllabi, course structure, fees and any other matter pertaining to the provision of a course at any time. Queensland School of Film and Television changes, alterations and amendments may be made without notice.
- Refunds will be fully paid by the provider in the same currency in which the fees were paid, unless payment in that currency is impracticable
- Refunds will only be paid to the person that enters into the agreement with Queensland School of Film and Television unless Queensland School of Film and Television receives written direction to pay the refund to somebody else.

If Queensland School of Film and Television has to change any of the above conditions for any reason, all students are notified of the change in writing.

38.2 Refund Policy and Procedures

If Queensland School of Film and Television receives fees paid in arrears then the refund policy is not applicable. For those students who do pay their fees in advance the following table outlines reasons why a refund may be requested and the amount of tuition fees that are refunded to the student by Queensland School of Film and Television.

Withdrawal Reason	Amount Refunded
Visa refused	See conditions outlined below*
Withdrawal at least 28 days prior to agreed start date	Full refund (Enrolment fee retained by Queensland School of Film and Television)
Withdrawal less than four weeks prior to agreed start date	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). (Enrolment fee retained by Queensland School of Film and Television)
Withdrawal after the agreed start date	No refund
Course withdrawn by Queensland School of Film and Television	Full refund
Queensland School of Film and Television is unable to provide the course for which the original offer was made	Full refund

38.2.1 Provider Default

Tuition fees and application fees will be refunded in full if:

- The course does not start on the agreed starting date which is notified in the letter of offer;
- The course stops being provided after it starts but before it's completed;
- The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator under Part 6 of the ESOS Act 2000; and
- the student has not withdrawn before the default day.

38.2.2 Student initiated cancellation/withdrawal

Should a student cancel their own enrolment then they may be entitled to a full refund (less the enrolment fee). They must apply in writing to the International Support Student Officer, Queensland School of Film and Television (with supporting documentation) providing the following criterion is met:

- Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.
- If the student is not granted a visa or if circumstances beyond their control prevent them from attending the course (proof must be provided)

38.2.3 Student Default

***Visa Refusal** (*ESOS Act, Section 27 and Section 29 (3)*)

Queensland School of Film and Television refund policy **does not** apply in cases of visa refusal. Where visa is refused Queensland School of Film and Television will **not** refund

- Administration fees – to \$250 **or** 5% of the money received so far for the money received (which ever is less)
- Any out of pocket expenses for travel, accommodation or domestic services
- Compulsory union fees
- Cost of course materials – books, equipment
- Course costs incurred up to the default day (if the course was commenced)

In giving a refund to a student whose visa has been refused, Queensland School of

Film and Television will provide the student with a **statement** explaining how the refund was calculated - as described in ESOS Reg 3.19(2).

Visa is Valid (ESOS Act, Section 28)

If a student has a visa to study with Queensland School of Film and Television, then the refund policy is valid (i.e. the student must abide by the agreement which was signed on enrolment).

If student defaults due to a 'no show' on the starting day for the course; withdrawal (before or after the start date); failing to pay required fees; breaching of visa conditions; misbehaviour (according to Code of Conduct) then the student is:

- bound by the terms of Queensland School of Film and Television's refund policy (provided that it meets the requirements of National Code Standard 3)

The refund for student default must be given within **4 weeks** of receiving the written claim for refund.

38.2.4 Claiming a Refund

Students may make application for refund using CRICOS Form No 06 Application for Refund obtained from the Administration Office of Queensland School of Film and Television

Applications for Refund should be completed in full providing evidence and explanation as necessary and as requested on the form. The form should then be signed and lodged with the Administration Staff of Queensland School of Film and Television.

39. Completion within expected duration of study

39.1 Queensland School of Film and Television monitors the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, Queensland School of Film and Television ensures that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

Queensland School of Film and Television monitors student's progress to ensure that they are in a position to complete within the expected duration of study by employing:

- the Course Progress Monitoring Policy specified in section 21 of this Policy and Procedures document

- the prevention and intervention strategy specified in section 22 of this Policy and Procedures document where student's are at risk of not completing within expected duration of study and
- attendance monitoring specified in section 17 of this Policy and Procedures

39.2 Queensland School of Film and Television only enables students to extend the expected duration of study for the course through the issuing of a new CoE where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as a result of:

- a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the Queensland School of Film and Television was unable to offer a pre-requisite unit)
- b) Queensland School of Film and Television implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c) an approved deferment or suspension of study has been granted under Standard 13 of the National Code.

39.3 Where there is a variation in the student's load which may affect the student's expected duration of study in accordance with 20.2 Queensland School of Film and Television will record this variation and the reasons for it on the student file. Queensland School of Film and Television will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

39.4 Queensland School of Film and Television allows students to undertake no more than 25 per cent of their course by distance learning and/or online learning and Queensland School of Film and Television will not enrol the student exclusively in distance or online learning units in any compulsory study period.

39.5 Except in the circumstances specified in 20.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

40. Monitoring Course Progress Policy

Queensland School of Film and Television systematically monitor's students' course progress. Queensland School of Film and Television is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Queensland School of Film and Television report students under section 19 of the ESOS Act, who have breached the course progress requirements.

40.1 Queensland School of Film and Television monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with the following course progress policies and procedures (these are provided to both staff and students):

40.1.1 Requirements for achieving satisfactory course progress

Students are expected to achieve the following requirements in order to meet the satisfactory course progress requirements and be allowed to re-enrol without restriction:

- Student has achieved a “competent” rating for at least 50% of the total units undertaken in the semester.

40.1.2 Process for assessing satisfactory course progress

- Satisfactory course progress is assessed at the end point of every semester
- Each unit that has been assessed is reviewed to ensure that the student has achieved a “competent” rating for at least 50% of the total units undertaken in the semester.

40.1.3 Procedure for intervention for students at risk of failing to achieve satisfactory course progress

The intervention strategy which is provided to both staff and students, is activated where the student has received a 'not achieved' result in two or more assessments attempted in any semester. The strategy is as follows:

- Administration staff contact the identified students via email, telephone or mobile or approach in person requesting that the student contact the International Student Support Officer to make an appointment within 1 week to discuss course progress.

- The International Student Support Officer is made aware by administrative staff who these students are and follows up those who do not contact within the required timeframe.
- At the appointment with the International Student Support Officer, course progress is discussed and students are reminded of their obligations to meet satisfactory course progress and what these are. An assessment is undertaken of the appropriate form of support necessary to assist the student meet satisfactory course progress. This support may include counselling or other support listed below.*
- The International Student Support Officer then provides on-going support and advice to these students assessed as being at risk of not meeting satisfactory course progress. Students are provided with the best opportunity to successfully meet and exceed satisfactory course progress and work towards a “competent” outcome in all units undertaken.

***Strategies to assist identified students to achieve satisfactory course progress**

The International Student Support Officer may recommend the following strategies for students to follow to improve their course progress:

- Language Literacy and Numeracy assistance
- Referral to external an Counseling Centre for assistance with personal issues which are influencing progress
- Referral to the appropriate Health Service for assistance with medical issues which are influencing progress and or referral to a qualified Disabilities tutor for assistance with chronic health and environmental issues which are influencing progress
- Receiving mentoring from a later year student and/or tutor
- Tutorial or study groups
- Referral to Training and Assessment Coordinator for Course and program advice
- Referral to Training and Assessment Coordinator for Program / Careers advice
- A reduction in course load with approval from Training and Assessment Coordinator and one trainer
- Attending an English Conversation Group to assist with language skills and social networking
- Individual Case Management for students

40.2 Support provided by the International Student Support Officer and administration team to prevent students from becoming “at risk of not meeting the course progress requirements” are as follows:

At 5 weeks into the new Term:

- All new students are sent either an email suggesting that now is the time to address any issues they may be facing. They are reminded of student support services, Course Progress Rules and encouraged to seek help with the International Student Support Officer if needed.

At 5 weeks prior to the examination period:

- All students sent an email reminding them of services that they can access to help during assessment time. The email is framed in terms of 'its 5 weeks to go before assessments and I am sure that you are all busy reading and revising. It is normal for students to feel anxious at this time and here are some services that may help you survive the assessment period'. They are reminded of student support services, Course Progress Rules and encouraged to seek help with the International Student Support Officer if needed.

40.3 Process for determining the point at which the student has failed to meet satisfactory course progress

A student is deemed as failing to achieve satisfactory course progress when they receive a "not yet competent" result in more than 50% of the total units undertaken in a semester.

This is determined by a review of all units undertaken by each student in the semester

40.4 Procedure for notifying students that they have failed to meet satisfactory course progress requirements

Students who have not achieved satisfactory course progress are notified in writing of Queensland School of Film and Television's intention to report the student for not achieving satisfactory course progress. This written notice informs the student that they are able to access Queensland School of Film and Television complaints and appeals process as per Standard 8 of the National Code found in their student handbook and that the student has 20 working days in which to do so. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, they withdraw from the process or the process is completed and results in a decision supporting Queensland School of Film and Television, Queensland School of Film and Television notifies the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

41. Attendance policy

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 International Student Support Officer 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 (CoE) 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.

The Queensland School of Film and Television systematically monitor’s student’s compliance with student visa conditions in relation to attendance. Queensland School of Film and Television are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Queensland School of Film and Television report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

41.1 Queensland School of Film and Television records the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled.

41.2 For all the CRICOS registered courses Queensland School of Film and Television has and implements the following attendance policies and procedures for each course. These are provided to both staff and students.

41.2.1 The requirements for achieving satisfactory attendance, requires international students to attend at least 80 per cent of the scheduled course contact hours

41.2.2 Attendance and absences are recorded on class attendance sheets by the class Trainer who will take the roll at the beginning and end of each session using. Each session is divided into TWO time segments. One scheduled break is recorded on the Attendance Sheet.

- An “A” is used to show if a student is absent for the time segment. The Comments column should be used to show the time of arrival AND DEPARTURE. E.g. arrived 8.20 am.
- The student must acknowledge their attendance each day on the Attendance Sheet.
- The Attendance Sheet is to be handed to the Administration Officer at the end of each session and recorded in the student records management system.

41.2.3 Satisfactory attendance is assessed through calculating the attendance rate of the student over the semester using the student records management system.

41.2.4 The point at which a student has failed to meet satisfactory attendance is determined by the calculation made using the student records management system (see 19.2.3). If the student has fallen below the 80% attendance over the semester they are assessed as not meeting satisfactory attendance for the semester.

41.2.5 The procedure for notifying students that they have failed to meet satisfactory attendance requirements is as follows:

- Student is issued an Intention to Report Letter (see Appendix K), either delivered by hand or sent by registered post. This letter notifies the student of Queensland School of Film and Television’s intention to report the student for not achieving satisfactory attendance. The letter informs the student that they are able to access Queensland School of Film and Television’s complaints and appeals process as per Standard 8 of the National Code (Complaints and appeals) found in the student handbook and that the student has 20 working days in which to do so.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Queensland

School of Film and Television, Queensland School of Film and Television notifies the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

- Queensland School of Film and Television may decide not to report the student for breaching the 80 per cent attendance requirement only where:
 - a. That decision is consistent with its attendance policies and procedures; and
 - b. The student records clearly indicate that the student is maintaining satisfactory course progress; and
 - c. Queensland School of Film and Television confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which the student is enrolled

41.2.6 Queensland School of Film and Television regularly assesses the attendance of the student in accordance with its attendance policies and procedures.

41.2.7 Queensland School of Film and Television contacts and counsels students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which they are enrolled. The process for this intervention strategy is as follows:

- Students whose projected attendance has fallen below 90 per cent (calculated using the attendance sheets which are processed in the Student Records Management System) or have been absent for more than five consecutive days without approval, will receive an Attendance Warning Letter (see Appendix J) either delivered by hand or sent by post informing them of the requirement to attend classes. The letter outlines Student Visa Condition 8202. The letter asks the student to contact the International Student Support Officer immediately to explain any extenuating circumstances and provide any supporting documents for absences and encourages them to discuss any issues with the International Student Support Officer. This letter will also outline the college's intention to report via PRISMS for breaching the attendance conditions of the student Visa if attendance drops below 80%.
- All communication between the student and the College is recorded in the Student Record Management system.
- If the student provides a medical certificate or another reasonable explanation for their absence in response to the communication with them, their absences are recorded as allowable absences. Arrangements are made to make up the classes/work they have missed so that their ability to achieve satisfactory course progress is not impaired. If any other support is required e.g. grievance counselling is needed, this is organised by the International Student Support Officer.

- If in the event that the student can not be contacted, efforts are made to contact their next of kin to locate the student and ascertain the reason for their absence. A report to authorities e.g. police may need to be made in extreme circumstances.

42. Critical Incidents

In the event of a critical incident, Queensland School of Film and Television recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. Queensland School of Film and Television's policy, support mechanisms and procedures for a critical incident will ensure that Queensland School of Film and Television has:

- An effective approach in responding to critical incidents as they occur,
- Appropriate support and counseling services available to those affected,
- Appropriate training and information resources provided to staff.

Queensland School of Film and Television recognises that duty of care is owed to all students and that planning for the management of a critical incident is essential.

Definition

A critical incident is defined as a traumatic event, or threat of Queensland School of Film and Television (within or outside of Australia) which causes extreme stress, fear or injury.

Critical incidents could include:

- Missing students
- Verbal or psychological aggression
- Death, serious injury or the threat of these
- Natural disaster
- Issues Queensland School of Film and Television as domestic violence, sexual assault, drug or alcohol abuse.
- Non-life threatening events that could still be classed as critical incidents.

43. Transfer between Registered Providers Policy and Procedure

The policy of Queensland School of Film and Television is to ensure that it does not enrol any transferring international student prior to their principle course being completed unless that student has valid letters of release agreeing to such a transfer or the student can prove any of the following:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change

Queensland School of Film and Television will not enrol students transferring in from another provider unless it is satisfied the student has demonstrated a commitment to previous studies, good attendance record and has paid all course fees. This information should be indicated in the letter of release from the previous provider or other evidence provided by the previous provider if the principle course has been completed.

Queensland School of Film and Television is committed that the assessment process for transferring either in or out of one of Queensland School of Film and Television's courses and has a commitment that it should not take more than 48 hours for a transfer to be approved or rejected once the student has provided the necessary documentation.

All requests, considerations, decisions and copies of letters of release are kept in the applicable student's file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

A student may be released under the following circumstances (providing that it is not considered to be to the student's detriment e.g. it may jeopardise the student's progression):

- If the course the student wishes to transfer to better meets the study capabilities of the student and/or the long term goals of the student
- If the student wishes to change course in order to gain access to greater support
- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met

A letter of release granted where:

- A student can provide evidence that he or she was misled by Queensland School of Film and Television regarding Queensland School of Film and Television or its course/s, which constitutes a breach of the ESOS Act; or
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

A letter of release, if granted, is issued at no cost to the student and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required. If Queensland School of Film and Television does not grant a letter of release the student is provided with written reasons for refusing the decision and is informed of their right to appeal Queensland School of Film and Television's decision in accordance with Standard 8 of the National Code 2007.

44. 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:¹

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.

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.

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.

STAGES OF THE RPL PROCESS

The RPL process will include the following stages:

- Information
- Initial support and counselling
- Application
- Assessment
- Post-assessment guidance
- Certification

Recognition of Prior Learning / Credit Transfer

Application Form

PERSONAL DETAILS

Title: Mr Mrs Miss Ms Dr (circle one) or other _____

Surname: _____ Given Names: _____

Address: _____

Telephone No: (Home) _____

(Mobile): _____

Male Female (Please tick)

E-mail address: _____

APPLICATION FOR RECOGNITION OF PRIOR LEARNING / CREDIT TRANSFER

Please identify the Units from the Diploma of Screen and Media (CUF50107) for which you are applying for Recognition of Prior Learning / Credit Transfer

(If there is insufficient space below, you should make a photocopy of this page)

Unit Code	Name of Unit	RPL or Credit Transfer applied for?

This application form should be attached to your application report along with your Attachments.

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.

Student signature: _____ Date: _____

45. 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)

46. Appendix 3

LITERACY AND NUMERACY POLICY

The Queensland School of Film and Television requires students to have obtained an English Language level of at least 5.5 on the International English Language Testing System (IELTS) test or a score of at least 525 (or 69-70 in TOEFL iBT) on the TOEFL (paper based) test if your first language is not English. 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 International Student Support Officer; 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.

47. Appendix 4

STUDENT RELEASE AGREEMENT

By signing the Queensland School of Film and Television application form I agree with all statements listed in Appendix 4 in the Queensland School of Film and Television International Student Handbook.

- I grant permission to the Queensland School of Film and Television to photograph me and to record my voice, performances, poses, acts, plays and appearances, and use my picture, photograph, silhouette and other reproductions of my physical likeness and sound as part of any marketing campaign or production and the unlimited distribution, advertising, promotion and exhibition.
I hereby release you, your successors, assigns and licensees, and each of them, from and against any and all claims, liabilities, demands, actions, causes of action(s), costs and expenses whatsoever, at law or in equity, known or unknown, anticipated or unanticipated, which I ever had, now have, or may, shall or hereafter have by reason, matter, cause or things arising out of your use as herein provided.
- I hereby give permission to Queensland School of Film and Television to release training information to another RTO where a partnership arrangement exists
- I agree to attend any induction presentations when required
- I agree to regularly attend classes and meet the requirements of the program and my visa
- I agree to notify the Queensland School of Film and Television Student Administrator or delegated representative of my intention to withdraw from my course
- I agree to comply with the Equal Rights, Equal Opportunity and the Anti-Discrimination Acts
- I agree to advise of any changes to my personal information
- I agree to advise of any medical condition or disability that may interfere or limit my ability to meet the competencies of my training
- I agree to advise of any limitations in my literacy, numeracy or English language skills that may affect my ability to meet the training competencies
- I agree to advise of any intended application of Recognition of Current Competencies / Recognition of Prior Learning

- I agree to demonstrate my skills and knowledge in accordance with the assessment requirements of my course and in conjunction with the appointed trainer/assessor
- I agree to complete any requests for feedback to assist with the improvement of services and products provided by this course's related training organizations

- I am aware that the information in this application form will be provided to the Department of immigration and Australian Citizenship (DEEWR)

- I have read and understand all of the available information about Queensland School of Film and Television, my courses and living in Australia