



# STUDENT HANDBOOK

“YOUR PATHWAY TO THE MUSIC INDUSTRY”



Updated February 2010



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# AUSMUSIC: TRAINING FOR THE MUSIC INDUSTRY

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## Ausmusic Mission Statement

*Ausmusic is committed to providing a diverse, accredited and comprehensive contemporary music training program using best practice used by individuals, education institutions and employers anywhere in the world.*

Ausmusic's training program delivers the Music Industry Training Package. Ausmusic offers a comprehensive music learning program covering performance, composition, music business and music technology. The focus is on contemporary popular music, but jazz and classical musicians would find it relevant if they are interested in creating work opportunities with their talents.

Ausmusic is based on a bank of Program Topics, which vary in length from 3-30 hrs, and vary in the level of difficulty- from Level 1 (middle secondary school) through to Level 8 (4th year university).

Ausmusic has been servicing the training needs of the Australian music industry, since its establishment in 1989. During the Year 2000, Ausmusic worked with the federal government's arts training body, to develop the Music Industry Training Package. The qualifications in this training package range from a Certificate 1 in Music (Foundation) through to Advanced Diplomas in Music (Performance/Composition), Music Business, and Music Technology.

Ausmusic's Bank of Program Topics has been mapped against the competencies in the training package. When you receive your certificate, you will be able to clearly see which units you have completed.

The best part about these national competencies is that they are recognised across Australia. Any education institution delivering training must recognise any credits you have in accumulated competencies. Ausmusic will recognise other AQF qualifications.

Ausmusic is a Registered Training Organisation (RTO) and works with education institutions to deliver quality training programs. You can undertake the training as an individual with Ausmusic, with the Ausmusic College, or as a student enrolled in an education institution, licensed to deliver the Ausmusic program.

As much as possible your training will be on the job, or simulated- such as organising your own music event, through your institution. Your trainers/teachers are qualified in assessment and industry training and have access to Ausmusic's extensive resources, which have been developed by industry professionals.

## *MUSIC INDUSTRY TRAINING PACKAGE*

Ausmusic has developed Ausmusic to assist you to gain a nationally recognised qualification/s from the Music Industry Training Package and the Entertainment Training Package. Training Packages are progressively replacing curriculum in all areas of vocational education and training.

For more information about Training Packages, visit [www.ntis.gov.au](http://www.ntis.gov.au), the website for all National Training, or [www.ibsa.com.au](http://www.ibsa.com.au), the website for the national Industry Training Advisory Board responsible for developing the Music Industry Training Package.

Any institution issuing qualifications for any industry-training package must be a Registered Training Organisation (RTO).

An important role for the trainer/teacher/mentor is assessment. The Ausmusic Industry Advisory Group is committed to ensuring that any Ausmusic student with a Certificate or Statement of Attainment has genuinely completed all learning requirements.

You will receive a Statement of Attainment for any units that you complete. These statements will clearly show the relationship between the Ausmusic program and the national competencies.

The Statements of Attainment count towards the national qualifications, should you wish to continue training at a later date anywhere in Australia.

Your trainer is responsible for ensuring that you have met all the outcomes and completed all the assessments required for each module/unit. Students should be aware that their records/results are available to them on request.

## *TRAINING AND ASSESSMENT*

You are enrolled in a competency based training (CBT) program. Nominal hours are assigned to your training program, but you and your trainer will organise your program so that you can, as much as possible, progress at your own pace. CBT is about demonstrating competence against the performance criteria in the units you have selected. The amount of time you take to achieve competence is not important, nor is the way you learn.

Consistent and reliable assessment is the key to CBT. Ausmusic has developed a Training Plan for each qualification, with detailed assessments.

Assessments in the Ausmusic program will happen progressively. Assessments will also be practical, e.g. producing CD's to demonstrate your production skills or presenting a performance or preparing contracts or marketing music product into local radio stations.

Should you find that you are unable to satisfactorily meet the competency requirements you have the opportunity to apply for reassessment. Should you still find that you are unable to meet the requirements as deemed by the assessor, an appeal to the Appeals process detailed later in this handbook.

## *TRAINERS, TEACHERS & MENTORS*

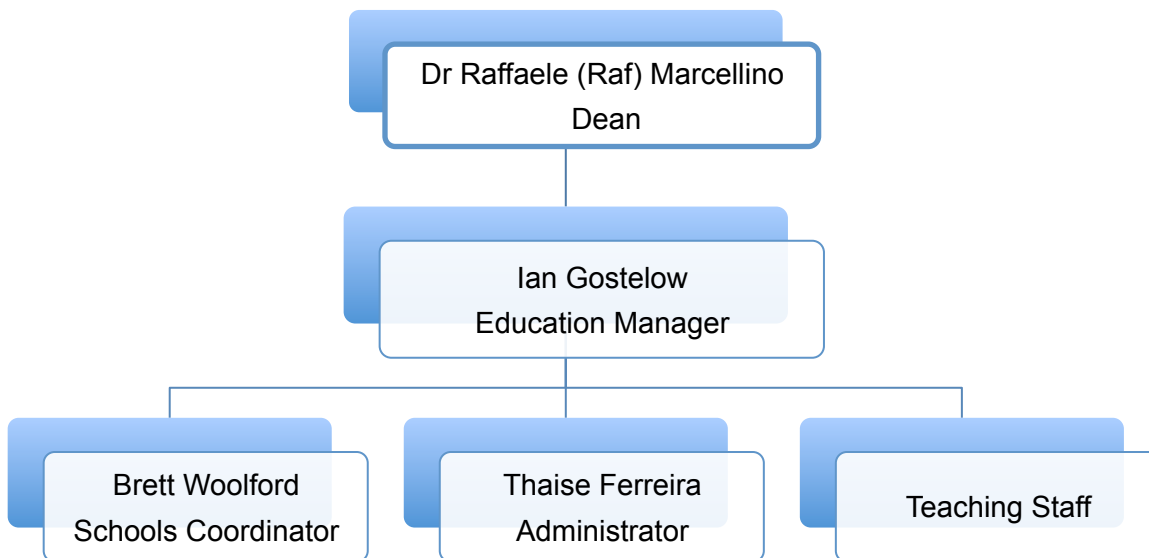
Ausmusic trainers have professional experience in the music industry and access to industry guest speakers and the Ausmusic resources. They are also supervised by the Education Manager and have competence in the relevant music industry competency standards that they are assessing.

Ausmusic values feedback on the quality of training provided. During your training program, trainers will ask you to complete a brief questionnaire about training sessions and activities.

## *APPRENTICESHIPS, TRAINEESHIPS AND YOUTH ALLOWANCE*

Traineeships can be organised, but the student is required to find the employer. All Ausmusic courses can attract Youth Allowance, conditional to meeting Centrelink's requirements.

## *ORGANISATIONAL STRUCTURE*



# STUDY INFORMATION

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In 2010 Ausmusic College is offering Certificate IV, Diploma and Advanced Diploma of Music Industry at its Brady St campus. The Certificate IV can be completed in one semester. The Diploma programs can be completed within 12 months with subsequent progression to the Advanced Diploma in Music Industry. Therefore the Advanced Diploma courses to be completed within 24 months.

Ausmusic campus is open to students normally from 8:30am – 5pm Monday to Friday. Students must attend all scheduled sessions and classes. Ausmusic students are able to book Ausmusic facilities for study purposes.

## *ACADEMIC DATES*

### **Semester One**

Monday 15<sup>th</sup> February – Friday 25<sup>th</sup> June

### **Semester Two**

Monday 26<sup>th</sup> July – Friday 3<sup>rd</sup> December

## *COURSE FEES*

Fees are due at the commencement of teaching for each semester. On completion of the enrolment form you will be issued with a student photo identification card. You will need to carry your student ID with you at all time when at the Ausmusic College. A charge of \$10.00 will be made for replacement student ID cards.

Student loans are available from the National Australia Bank -

[http://www.nab.com.au/wps/wcm/connect/nab/nab/home/Personal\\_Finance/3/1/3](http://www.nab.com.au/wps/wcm/connect/nab/nab/home/Personal_Finance/3/1/3)

- and are available for fees and study related expenses such as equipment.

Withdrawal from a course requires the completion of a withdrawal form. The form can be collected from Ausmusic staff who can assist you with this form.

2010 course fees are listed below:

### **Diploma in Music – Technical Production**

\$11000 (GST inc.) total fee

Payable in instalments of \$5500 at commencement of each Semester

### **Diploma in Music (Performance)**

\$11000 (GST inc.) total fee

Payable in instalments of \$5500 at commencement of each Semester

### **Diploma in Music Industry – Business**

\$11000(GST inc.) total fee

Payable in instalments of \$5500 at commencement of each Semester

### **Certificate IV in Music Industry**

\$5000 (GST inc.) total fee

## *ORIENTATION*

The student orientation session will be conducted on the first day of classes. Orientation sessions are used to familiarise you with your program and facilities and inform you of resource requirements and general administration matters.

Specific matters to be addressed during your orientation include:

- Program Outline
- Program Timetable
- Class Times / Trainers
- Meeting Point for First Day of Classes
- What to Bring to the First Class
- Assessment Procedures
- Expectation to attend all classes on time and for the entire duration
- Doctors Certificate to be Provided if Student is Ill
- Absences and reporting of study progress
- Student conduct and behaviour expectations
- Method of contacting staff out of class time
- Mix of theory and practical classes
- Reporting of results
- Tour of the Facilities
- Security and Student Access Procedures

## *DELIVERY*

Ausmusic uses a number of teaching styles in its courses:

### **Lectures**

A lecture is where students take notes from the content delivered by the lecturer. The lectures are designed to deliver concentrated information; Unless otherwise indicated, lectures will be held in Lecture Room 1, however, according to the requirements of the curriculum and schedule, some lectures may be held in one of the studios, or even off site.

### **Tutorials**

The tutorial is a chance to discuss the content covered in a lecture, and ask questions of the teacher in a more informal environment. During tutorials, the teacher may also advise you of assignments and where appropriate, provide feedback about assignments, recording sessions and assessment pieces. Unless otherwise indicated, tutorials will be held in Tutorial Room 1, however according to the requirements of the curriculum & schedule, some tutorials may be held in one of the studios, or Multi Media Lab.

### **Guided practical sessions (Technical)**

These sessions will be delivered in the Multimedia Lab, where each student will work directly on an individual ProTools workstation. These sessions will concentrate on ProTools, Reason, composition & mixing techniques, as well as practical applications of other concepts and techniques learned in the lectures.

### **Self paced practical sessions (Technical)**

Each week the schedule includes two mandatory self paced practical sessions, to be conducted in the Multi Media Lab. These sessions are part of the 20 hours of contact hours per week, and provide an opportunity for students to work on assignments and exercises that help them consolidate the knowledge learned in the other class sessions. Like lectures, tutorials and guided

prac sessions, attendance at these two self paced sessions is documented and counts towards your overall result.

### **Optional self paced sessions (Technical and Performance)**

On top of the 20 contact hours of delivery, students have the option to book extra time in the Ausmusic facilities. Details of the booking procedure will be provided in week one of the course. Please note that in the weekly schedule attached to this letter, there are at least 10 hours available each week for students to book extra curricular sessions.

### **Studio sessions**

Students will be allowed to book the Ausmusic recording studio for assignment work and extra curricular recordings with fellow Ausmusic students. Booking slots will be available once students have had the relevant lessons about the studio. Bookings procedures will be explained in the student handbook.

### **Off-site excursions**

Throughout the year there may be some visits to studios and venues or other music industry organisations. Students will be expected to make their own way to these venues. Excursions dates and details will be made available during class time.

## *FACILITIES & EQUIPMENT*

### **Using the facilities**

The Ausmusic College Studio and Multimedia Lab can be booked by students outside of their scheduled class and practical time for working on exercises and assignments. Many of the assignments require planning and booking of the various production facilities and adhering to the booking procedures is the best way to ensure that you get enough access to complete the projects.

Please remember the following steps:

1. Plan and book your session with as much notice as possible
2. Arrive on time, finish on time
3. Sign in when you arrive
4. Sign out when you arrive

Studio / Multimedia Lab workstation bookings procedures will be explained during orientation.

### **Demonstrating due care around the facilities and equipment**

Please remember that you are responsible as an individual for the equipment you use during any session at the college. Be careful and respectful around the equipment and please report any faults or maintenance issues that you either cause or notice.

Access to the equipment at Ausmusic College is a privilege, and any student found to be deliberately acting in an inappropriate manner around the facilities and equipment will have their access suspended.

## ***CUS50101 DIPLOMA OF MUSIC (PERFORMANCE)***

The Diploma in Music requires the completion of 16 units: all of the units in Group A plus at least seven units in Group B and seven others.

Four of the other units should be drawn from Group B or the unit bank for Diploma. The remaining three units may be drawn from the unit bank for Diploma or from another endorsed industry training package at Diploma level.

### **Core units**

**Achieve the unit in Group A plus at least seven units in Group B**

#### **GROUP A**

CUSADM08A Address copyright requirements

CUSSAF02A Follow health, safety and security procedures in the music industry

#### **GROUP B**

CUSMGE13A Apply music knowledge and artistic judgment

CUSMGE07A Analyse harmony

CUSMGE04A Analyse music

CUSMCP08A Arrange music for a brief

CUSMCP06A Compose music for screen using electronic media

CUSMCP04A Compose songs or tunes in a range of styles

CUSMGE02A Develop self as artist

CUSMPF17A Develop technical skills and expand repertoire

CUSMPF14A Perform accompaniment

CUSMPF16A Perform improvisation for audience

CUSMPF13A Plan and prepare a program for performance

CUSLRN01A Provide musical leadership in performance

#### *Note:*

- *Units selected from group B, C and Other are determined by the College.*
- *Student preferences will be considered.*

## ***CUS50201 DIPLOMA OF MUSIC INDUSTRY (TECHNICAL PRODUCTION)***

The Diploma in Music Industry (Technical production) requires the completion of 14 units: all of the units in Group A, at least four units in Group B and eight others.

Four of the other units should be drawn from the unit bank for Diploma. The remaining four units may be taken from the unit bank for Diploma or another endorsed industry training package at Diploma level.

### **Core units**

**Achieve all units in Group A and at least four units in Group B**

#### **GROUP A**

CUEOSH1A Implement workplace occupational health and safety procedures

CUSBGE17A Maintain and apply music industry knowledge

#### **GROUP B**

CUSMGE13A Apply music knowledge and artistic judgment

CUSSOU15A Create a final sound balance

CUSSOU16A Develop sound design

CUSSOU17A Develop and implement sound production for a recording

CUESMT6A Follow scores

CUSSOU22A Implement sound design

CUSSOU23A Specify sound systems

*Note:*

- *Units selected from group B, C and Other are determined by the College.*
- *Student preferences will be considered.*

### ***CUS50301 DIPLOMA OF MUSIC INDUSTRY (BUSINESS)***

The Diploma in Music Industry (Business) requires the completion of 16 units: all of the units in Group A, six units in Group B and five others.

Two of the other units should be drawn from Group B or the unit bank for Diploma. The remaining three units may be drawn from the unit bank for Diploma or from another endorsed industry training package at Diploma level.

#### **Core units**

**Achieve all units in Group A and at least six units in Group B**

#### **GROUP A**

CUSADM09A Address legal and administrative requirements

CUSBAD13A Assess performing and recording deals

CUSADM10A Establish and manage contracts

CUSSAF02A Follow health, safety and security procedures in the music industry

CUSBGE17A Maintain and apply music industry knowledge

#### **GROUP B**

CUSMGE13A Apply music knowledge and artistic judgement

CUEFIN1A Develop a budget

CUSADM06A Develop and implement an operational plan

CUSBRA19A Develop artists and repertoire

CUEFIN2A Manage a budget

CUSBAD18A Manage artists and their careers

CUSBAD15A Manage risk and crises for an act or show

CUSMAR01A Promote products and services

CUEMAR3A Undertake marketing activities

*Note:*

- *Units selected from group B, C and Other are determined by the College.*
- *Student preferences will be considered.*

### ***CUS60101 ADVANCED DIPLOMA OF MUSIC (PERFORMANCE)***

The Advanced Diploma in Music requires the completion of 15 units: all units in Group A plus at least five units in Group B and eight others.

Five of the other units should be drawn from Group B and/or the unit bank for Advanced Diploma. The remaining three units may be drawn from the unit bank for Advanced Diploma or another endorsed industry training package at Advanced Diploma level.

#### **Core units**

**Achieve all units from Group A plus at least five units from Group B**

#### **GROUP A**

CUSADM08A Address copyright requirements

CUSSAF02A Follow health, safety and security procedures in the music industry

## **GROUP B**

CUSMCP09A Arrange music for screen  
CUSMCP11A Compose music for screen  
CUSMCP05A Create original music  
CUSMGE02A Develop self as artist  
CUSLRN05A Direct or conduct music in a performance  
CUSMCP10A Interpret, confirm and create music for a brief  
CUSLRN04A Prepare for and lead a music rehearsal  
CUSLRN02A Provide instrumental/vocal tuition  
CUSLRN03A Provide tuition for composition  
CUSMPF18A Refine performance technique and expand repertoire  
CUSMPF19A Use private practice to refine performance technique

### *Note:*

- *Units selected from group B, C and Other are determined by the College.*
- *Student preferences will be considered.*

## **CUS60201 ADVANCED DIPLOMA OF MUSIC (TECHNICAL PRODUCTION)**

The Advanced Diploma in Music Industry (Technical production) requires the completion of 15 units: all of the units in Group A, at least seven units in Group B and six others. No more than three of the units selected from Group B should have counted previously towards the Diploma in Music Industry (technical production).

Three of the other units should be drawn from Group B or the unit bank for Advanced Diploma. The remaining three units may be drawn from the unit bank for Advanced Diploma or another endorsed industry training package at Advanced Diploma level.

### **Core units**

**Achieve all units Group A and at least seven units in Group B**

## **GROUP A**

CUEOHS2A Establish and maintain a safe and secure workplace  
CUSBGE17A Maintain and apply music industry knowledge

## **GROUP B**

CUSMGE13A Apply music knowledge and artistic judgment  
CUSSOU15A Create a final sound balance  
CUESOU6A Design sound systems  
CUSSOU16A Develop sound design  
CUSSOU21A Direct a final audio master  
CUESMT6A Follow scores  
CUSSOU22A Implement sound design  
CUSSOU18A Manage production for sound design  
CUSSOU19A Manage production for sound recording  
CUSSOU20A Prepare and compile music for a soundtrack

### *Note:*

- *Units selected from group B, C and Other are determined by the College.*
- *Student preferences will be considered.*

## ***CUS60301 ADVANCED DIPLOMA OF MUSIC INDUSTRY (BUSINESS)***

The Advanced Diploma in Music Industry (Business) requires the completion of 16 units: all units in Group A, at least three units in Group B, at least four units in Group C and four others.

Two of the other units should be drawn from Groups B or C and/or from the unit bank for Advanced Diploma. The remaining two units may be drawn from the unit bank for Advanced Diploma or from another endorsed industry training package at Advanced Diploma level.

### **Core units**

**Achieve all units in Group A, at least three units in Group B and at least four units in Group C**

#### **GROUP A**

CUSADM09A Address legal and administrative requirements  
CUSADM05A Develop and implement a business/ strategic plan  
CUSADM06A Develop and implement an operational plan  
CUSADM10A Establish and manage contracts  
CUSBGE17A Maintain and apply music industry knowledge

#### **GROUP B**

CUSMGE13A Apply music knowledge and artistic judgment  
CUSBRA19A Develop artists and repertoire  
CUESMT6A Follow scores  
CUSBAD15A Manage risk and crises for an act or show  
CUSBMA14A Manage, promote and negotiate licensing on published works  
CUSMGE05A Write music copy, articles, criticism and/or program notes

#### **GROUP C**

THHGLE12A Develop and manage marketing strategies  
CUEOHS2A Establish and maintain a safe and secure workplace  
CUSADM04A Manage a major project  
THHGLE15A Manage financial operations  
CUEFIN3A Obtain sponsorship  
CUEEVT1A Plan and manage events

#### *Note:*

- *Units selected from group B, C and Other are determined by the College.*
- *Student preferences will be considered.*

## ***PRIVACY POLICY***

In complying with the Privacy Act, the following policy has been developed explaining how Ausmusic shall meet the minimum standards for the collection, use and disclosure of personal information.

### **Your Personal Information**

Any personal Information held by the Ausmusic College may include names, date of birth, current and previous addresses, telephone/mobile phone number, e-mail address, fee payment details, bank account or credit card details, nationality, passport number and academic record.

- Depending on the service you are accessing, you could be asked to provide some of the information outlined above including information about what you like and do not like. It is entirely your choice whether you respond to the questions or not.
- Ausmusic will take reasonable steps to ensure that personal information holdings are relevant, not excessive, accurate, up to date, and complete and that the collection does not unreasonably intrude on the personal affairs of individuals.
- Ausmusic will protect personal information from loss, unauthorized access, use, modification or other misuse.
- Ausmusic will ensure that all reasonable steps are taken to ensure that personal information is not used or disclosed without authorization by external services providers.

Ausmusic will distribute to clients/students prior to enrolment An Authority to Release Information and View Documents Form. Signature of this form authorizes the RTO to disclose information to a third party, if required, and enables access by students/clients to their personal records.

Ausmusic will ensure the confidentiality of all personal records, in compliance with provisions of the Privacy Act 1998, which incorporates the Privacy Amendment (Private Sector) Act 2000. Information regarding a student and his/her results will not be disclosed to a third party without the written consent of the student.

All records will be stored on a computer system and backed up on to a disk/tape/CD at least weekly. This disk/tape/CD will be stored at a location other than the premises of Ausmusic and will be maintained for a period of thirty years.

Students are permitted access to their own files. In order to do so, a student is required to make application to Ausmusic in writing. Ausmusic will then arrange a time for the student to attend the Education Manager to view his/her files.

### **When We Disclose Your Personal Information**

On occasion, and as required by law, Ausmusic College may disclose the personal information of students, staff and clients to organisations outside Ausmusic, providing such organisations are aware of our published Privacy Policy and agree to comply.

The organisations to which we disclose information include:

- Your authorised representatives (e.g. Your bank, agent or legal counsel)
- Credit providers such as banks for credit related purposes
- Our professional advisers including accounting auditors and lawyers
- Government and regulatory authorities.

Ausmusic will disclose Personal Information to comply with subpoenas, court orders and other legal processes.

## *STUDENT CONDUCT POLICY*

Every student has the right to participate in the Ausmusic College programs, free of inappropriate behaviour that may impair the learning process, or social well being of individual students or others;

All members of the College community have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones;

Attempts are made to solve behavioural problems of students through discussion and mediation before more formal procedures are invoked;

All members of the College community are trained in implementing the student conduct policy;

Requirements of student conduct are consistent with community standards of acceptable behaviour.

### **Behavioural Expectations**

It is expected that all persons enrolled at or using the services of the College will:

- Respect the rights and welfare of all other members of the College community;
- Behave in ways which contribute to the orderly and effective functioning of the College;
- Only use College property, to which they are entitled to have access, in a responsible, careful and safe manner;
- Comply with all lawful directions given by College staff while on College property or whilst engaged in College sponsored or controlled activities;
- Ensure that submissions for assessment of examination are honestly presented, and that non-original material is appropriately acknowledged.

### **HARRASSMENT**

Ausmusic is committed to providing the opportunity for any client regardless of gender, creed, geographical location, disabilities, sexual preference, ethnicity and cultural background to be able to access their training program.

Harassment of any kind, including verbal, physical and exclusion will not be tolerated. Any member of the College community, including staff, students and contractors who believe they have and/or are a victim of any form of harassment, should contact the General Manager immediately.

## Penalties for Misconduct

Subject to this policy the Ausmusic Ltd Board of Directors through the Dean delegates the Education Manager to administer the student conduct policy.

A Staff Member may:

- Exclude the student from a current class, lecture or tutorial for which the staff member has responsibility if the student persistently engages in disruptive or offensive behaviour; The staff member must report the incident to the Education Manager.

The Education Manager may:

- Require payment of compensation for any damage or loss of College property caused by the student;
- Withhold the student's Statement of Results until any outstanding fees, penalty, compensation or other sum owing to the College has been paid;
- Refer a student to the Discipline & Appeals Committee of Ausmusic in cases of serious misconduct. Serious misconduct includes any action that is violent against a person or property, cheats on assessment tasks or examinations or engages in criminal activity.

Penalties may include:

- Expulsion
- Suspension of studies
- Exclusion from examinations or assessment

# GRIEVANCE AND APPEALS POLICY & PROCEDURES

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## **Objective:**

To establish a fair and equitable company process and procedure for dealing with client/student complaints, grievances and appeals. The Education Manager is responsible for the management of the grievance and appeals policy.

## **CLIENT COMPLAINTS POLICY**

Ausmusic should attempt to resolve all verbal and/or written client complaints initially through discussion and conciliation.

The RTO/Partner School will act upon any complaint found to be substantiated.

## **Procedures:**

Ausmusic will maintain a company Complaints/ Grievance Register (which will allow identification and detail of the following issues:

- Submission date of complaint
- Nature of complaint
- Date/s when cause of complaint occurred
- Attachments (if applicable)
- Determined Resolution
- Date of Resolution.

All submissions regarding complaints, grievances or appeals will be resolved within 14 days. If, given the nature of the complaint, this time frame is not practical; communication will be made with the complainant every 5 days to keep him/her abreast with progress.

## **GRIEVANCES POLICY**

All grievances should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel.

## **Procedures:**

Ausmusic will issue a copy of the company Grievance Policy and Procedure to all new employees and clients under the RTO Conditions of Registration/Endorsement

Any written grievance will be documented in the Complaints/Grievance Register and the problem will be resolved fairly and equitably within a nominated time frame

If the grievance is unable to be resolved, the staff member contacts and arranges for an appropriate external and independent agent to act as mediator between the parties

If a grievance is associated with assessment results, the staff member, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly.

All applicants shall be given the opportunity to formally present his or her case to the mediator.

The applicant shall be notified in writing the outcomes of the grievance.

### **APPEALS POLICY**

All appeals submitted to Ausmusic in relation to any grade or assessment will be submitted to the Discipline & Appeals Committee. An appeal can be lodged on the grounds of either unfair or wrong process or flawed procedure. In lodging an appeal, evidence must be provided to support your submission.

#### **Procedures:**

Upon resolution of a complaint or grievance, the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing. Ausmusic will include all appeal details in the company Appeals Register.

If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable timeframe by an independent third party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a grievance other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented by in the Appeals Register.

## AUSMUSIC GRIEVANCE / COMPLAINT REPORT

Type:  Grievance  Suggested Improvement  Audit  Complaint

### DETAILS

Name: \_\_\_\_\_  Student  Employee  Stakeholder

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### IMMEDIATE ACTION TO CORRECT PROBLEM/ADDRESS COMPLAINT

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

### INDEPENDENT PERSON/PANEL COMMENTS

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

### ACTION TO BE TAKEN TO PREVENT RECURRENCE

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

Review Date: \_\_\_\_\_

### DETAILS OF EFFECTIVENESS/REPORT FINALISED

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

### OFFICE USE ONLY

Is further corrective or preventative action required?  Yes  No (Finalized)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*AUSMUSIC GRIEVANCE / APPEAL FORM*

Name: \_\_\_\_\_

Trainee / Student                      Trainer / Employee      School / Licensed Site

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ or Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Details (please briefly state the nature of the grievance or appeal):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What Action has been taken already?

\_\_\_\_\_  
\_\_\_\_\_

Are you willing to undertake mediation or a discussion to resolve     YES     NO

By signing and submitting this application you agree to formal procedures to address this grievance / complaint will commence.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Return to:  
**Education Manager**  
**55 Brady St**  
**South Melbourne**  
**Victoria 3205**

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**OFFICE USE ONLY**

Is further corrective or preventative action required?     Yes                       No (Finalised)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# AUSMUSIC SKILLS RECOGNITION POLICY

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## CONTEXT

Under the music industry training package, competencies may be attained in a number of ways, including:

- formal or informal training and education
- work experience
- general life experience
- any combination of the above

Some of you will also be completing a qualification/ course that will also contribute to your school/university certificate. This is called Dual Recognition- for the same program, you will be recognised by an RTO issuing a national credential and by your institution issuing, say, a subject in your final year at school. It is important that you meet the separate requirements of both organisations. There may be formal assessment required in a school/university certificate.

As a Registered Training Organisation (RTO), Ausmusic will recognise any Certificate or Statement of Attainment that has been issued by another RTO. For either of the above recognition of learning, Ausmusic will allow the student to apply for credit transfer in writing.

### **Recognition of Prior Learning (RPL)**

RPL allows you to be able to receive credit for units/modules that you already have the skills required. These skills could be accumulated through life experience, through related training, through the workplace.

Ausmusic can arrange for qualified trainers to assess your existing skills to see if they meet the requirements of the national qualifications. If so, you will receive credit for relevant units offered by Ausmusic. You can apply for RPL Assessment on-line at [www.ausmusic.com.au](http://www.ausmusic.com.au), or through your institution.

### **WHAT IS RPL?**

Recognition of Prior Training (RPL) provides an alternate way to gaining skills (or competencies) in the music industry.

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcomes of a module or modules

## **HOW DOES IT WORK?**

To issue a Certificate or Statement of Attainment (for any unit), Ausmusic will undertake to assess the competence of individuals who believe that they already have the skills and knowledge required.

Students will have to present evidence that he or she is currently competent against the endorsed industry competency standards. Such evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

Whilst the evidence may take a variety of forms, the onus is on the individual to provide sufficient evidence of current competence. Ausmusic must be able to confirm that the evidence provided is:

- authentic (must be own work)
- valid (must relate directly to the current competencies)
- reliable (must meet the standards consistently)
- current (must be student's current capacity)
- sufficient (must cover all aspects of the relevant competency, and cover the four dimensions of competency- ie task skills, task management skills, contingency management skills and job/role environment skills).

## **AUSMUSIC SKILLS RECOGNITION POLICY**

- Ausmusic will ensure that all prospective learners are provided with a copy of the skills recognition assessment policy and procedure.
- Skills recognition assessment (including RPL) shall be available to all prospective candidates.
- Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate expertise.
- Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient and authentic.
- Ausmusic will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. Candidates may apply for recognition of their learning and skills by supplying evidence of:
  - previous recognised training undertaken
  - work and life experiences
  - non-formally recognised training undertaken.
- Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

## PROCEDURE FOR STUDENTS

Information and advice on making application for skills recognition assessment can be obtained from Ausmusic Education Manager or on the website [www.ausmusic.com.au](http://www.ausmusic.com.au)

The following steps outline the procedure

1. Candidates will indicate the courses/unit for which they are applying for RPL.
2. Candidates will pay an initial Assessment Fee for the units/modules or full Certificate.
3. Candidates will be sent Assessment criteria for units/modules or full Certificate
4. Candidates will provide documentation/proof of competencies to assessor.

### CUSADM07A Establish & Maintain Work & Contractual Relationships

For Learning Outcome 1 “Define An Entrepreneur”.....

Assessment Criteria	Off	On	Date	Comments/Evidence
1.1 Summarise the personal attributes required to be an entrepreneur				See CV No 1 Evidence
1.2 Summarise the critical ingredients involved in being an entrepreneur				See CV No 1 Evidence
1.3 Detail your own strengths and weaknesses in being an entrepreneur				See Letter No 3 Evidence
1.4 Outline the importance of the time frame for any entrepreneurial activity				See Business Plan No 4 Evidence
1.5 Outline the changes in the marketplace since World War II that impacts on entrepreneurial activity.				See Business Plan No 4

1. An assessment and verification of the application will be undertaken –allow two months.
2. Candidates will be notified of the assessment decision. Where applicable, exemptions/credits will be given and recorded, and Qualifications/Statements of Attainment issued.
3. If the application is complex and poorly presented (time consuming for assessor), a further fee will be required. Candidates will be notified of the additional cost prior to assessor beginning the process.
4. Candidates could be invited to participate in an interview (by phone/face-to-face) to discuss the application.
5. Further information/documentation may be requested.
6. Candidates may appeal a decision. Appeals should be lodged with Ausmusic.
7. For candidates that require further training, Ausmusic will advise candidates on the best way of achieving all the competencies required.

# STUDENT TRAINING FEEDBACK SHEET

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Course:	
Date/s of Delivery of Program:	
Training Location:	

<b>Please rate the quality of the following aspects of training for this topic</b>	<b>Very high quality</b>	<b>High quality</b>	<b>Acceptable quality</b>	<b>Low quality</b>	<b>Very low quality</b>
Venue, e.g. meeting room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production facilities (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content of sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainer's approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities to practise production/presentation techniques (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hand outs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What was the best aspect of this topic for you?

What would you have preferred to be done differently?

Are there any other comments you wish to offer at this time?

# ACCESS & EQUITY POLICY

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Ausmusic is committed to providing the opportunity for any client regardless of gender, creed, geographical location, disabilities, sexual preferences, ethnicity, cultural background and financial ability, to be able to access their training program. This is achieved through the flexible and diverse delivery methods available. These methods include at a registered partner school, through a New Apprenticeship, at the Ausmusic College, recognition of prior learning or by a mix of these.

Trainers at a registered site are responsible for articulating all access and equity policies either verbally or written to students on enrolment. Details of access and equity are included also in the student handbook. Trainers and local course coordinators are responsible for responding appropriately to any access or equity issues that may arise and seek a mutually beneficial outcome.

## **Clients with Impairments**

Clients with impairment may include those with autistic spectrum disorder; visual, hearing, speech, language, physical, intellectual, or multiple impairments. These conditions affect students from all socio-economic backgrounds.

Ausmusic, Music Industry Training courses can assist students with impairment to meet a range of individual educational goals both within and outside the criteria and standards.

For example, the aim of the student could be to assist them to become work ready. Trainers may gain information about a student's ability to work with others in their participation in an Ausmusic program by observation of:

- task behaviour
- preparedness for class
- ability to follow directions and respond to feedback.

Access to any Ausmusic program or course of study is subject to approval of the licensed site. If any client feels that they have been denied access to an Ausmusic program or course of study they should follow the grievance procedure and lodge a grievance with the Education Manager. The grievance policy and procedures are located within the Ausmusic RTO manual or can be accessed by contacting Ausmusic on 03 9281 8898.

# RECOGNITION OF QUALIFICATIONS

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## **Policy:**

Ausmusic recognises AQF qualifications and Statements of Attainments awarded by other Registered Training Organisations. Original or certified copies of qualifications and/or statements of attainment from another Registered Training Organisation are required.

## **Scope:**

All RTO operations, licensed sites and other partner training providers.

Recognition applies where a person is enrolling into a Unit of Competency, but has completed that unit (same code and title) at another RTO.

## **Procedures:**

- Ausmusic states in their operational procedures a statement recognising the AQF qualifications and/or Statement of Attainments awarded and issued by other RTO's
- Recognition is granted on the provision of original or certified copies of qualifications and/or statements of attainment.
- Upon student submission of original or certified copies of qualifications and/or statements of attainment, a copy is placed on the student file for recognition and audit purposes.
- Trainers/assessors document that recognition has been recorded in certain competencies on student Training Plans under the Assessment Details section or applicable heading.