

STUDENT HANDBOOK

“YOUR PATHWAY TO THE MUSIC INDUSTRY”

Updated July 2010

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COLLARTS: TRAINING FOR THE MUSIC INDUSTRY

THE COLLARTS MISSION

The mission of the Australian College of the Arts (Collarts) is to provide high quality professional arts education and training. Collarts provides integrated, socially inclusive education allowing for a diversity of voices, collaboration, reciprocity and learning. Collarts values its engagement with the entertainment industry and the resultant currency of its programs. Collarts also values artistic and academic integrity and encourages its students in the pursuit of excellence and innovation through creativity, critical reflection, individual endeavour, exploration, experimentation and honesty - unconstrained by style or genre and informed by scholarship and industry best practice.

GENERAL INFORMATION

CONTACTS

Campus Address: 55 Brady St, South Melbourne Victoria

Phone: +613 9281 8898 Fax: 9281 8899 Toll free: 1300 2876 8742

Email: info@collarts.edu.au

Web: www.collarts.edu.au

ACADEMIC CALENDAR

Semester 2 2010

Commencement Term 3 (Mon)	12 - July
End of Term 3 Teaching (Fri)	17 - Sept
Commencement Term 4	4 - Oct
Melbourne Cup Day (Holiday)	2 - Nov
End of Semester 2	19 - Nov
Graduation Ceremony	TBC

WHO'S WHO AT COLLARTS

Academic Board

Monique Boggia
Helen Champion
Prof Andrew Gonczi
Ian Harvey
Graeme Leak
Dr Raffaele Marcellino
Prof Bob Robertson, Chairman
Prof Richard Vella

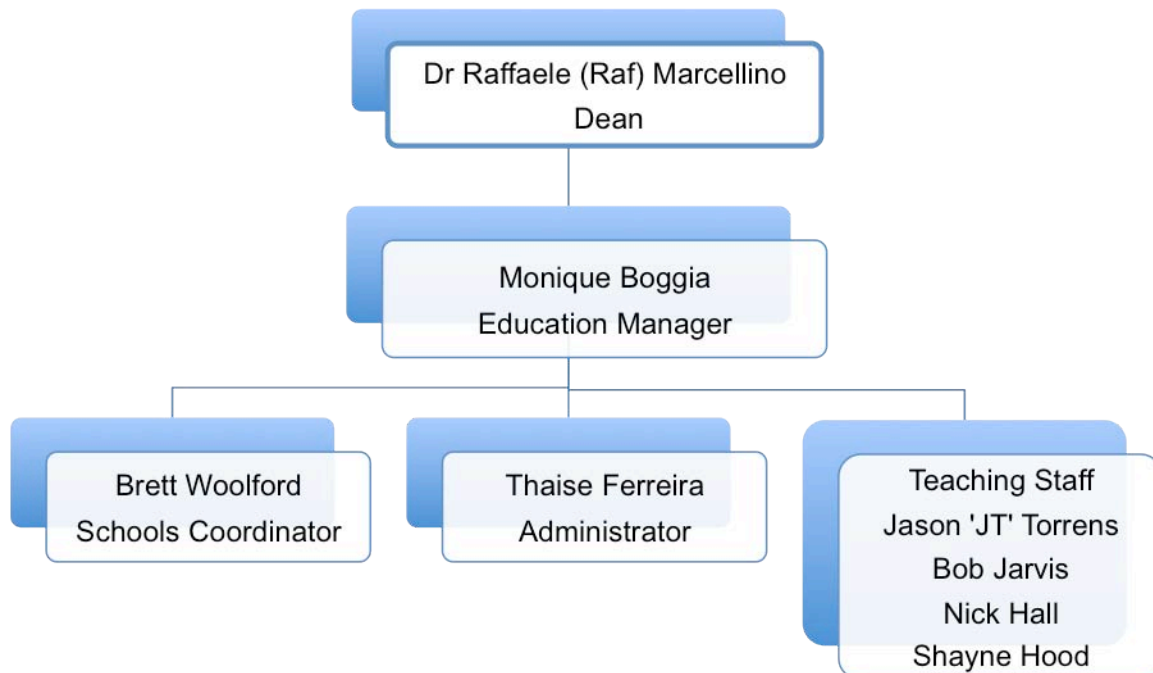
Leadership & Administration

Dr Raffaele Marcellino	Dean	rmarcellino@collarts.edu.au
Monique Boggia	Education Manager	mboggia@collarts.edu.au
Brett Woolford	Schools Coordinator	bwoolford@collarts.edu.au
Thaise Ferreira	Administrator	tferreira@collarts.edu.au

Teaching Staff

Nick Hall	nhall@collarts.edu.au
Jason 'JT' Torrens	jtorrens@collarts.edu.au
Robert Jarvis	rjarvis@collarts.edu.au
Brett Woolford	bwoolford@collarts.edu.au
Shayne Hood	shood@collarts.edu.au

ORGANISATIONAL STRUCTURE



CAMPUS & FACILITIES

The Collarts campus is open to students from 8:30am – 5pm Monday to Friday. After hours access is available for scheduled events and short course. Information for this can be found on the Collarts website:

www.collarts.edu.au

Using the facilities

The College Studio and computer facilities can be booked by students outside of their scheduled class time for study 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 leave
5. Any visitors you bring into the College must sign in and out.

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 Collarts is part of your studies, and we ask that you show respect in usage and consideration for others. Any student found to be deliberately acting in an inappropriate manner around the facilities and equipment will have their access suspended and/or enrolment reviewed.

PERSONAL EQUIPMENT

Your professional equipment is an important part of your learning and essential for your future career. Items such as instruments, personal computers, laptops, iPods, mobile phones are your responsibility and should not be left unattended at any time.

It is recommended that you bring with you some form of digital storage device like a USB stick or other portable hard drive e.g. Passport.

Anyone dealing with recorded sound must have their own headphones. This is important for health and safety. Do not use ear buds or other cheap equipment because they do not have sufficient protection for your ears. Below is a list of minimum standard headphones ranging in price from \$49.00 to \$380.00. It is a wise investment to obtain the best quality headphones you can afford. They are an invaluable tool when working in different recording environments.

Minimum - Sennheiser HD 202 | Sennheiser EH150

Medium - Sennheiser EH250 | AKG K77

High - AKG K141Mkl | Beyerdynamic DT770-PRO

Singers also need personal equipment, the most important being a microphone. Below are some recommended live performance mics ranging from \$128 to \$300.

Minimum - Shure SM58 | Sennheiser e835

Medium/High - Shure BETASM58 | Sennheiser e935

COURSE FEES

Fees are due at the commencement of teaching for each semester and enrolment and registration is only complete when fees are paid in full. On completion of the enrolment process 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 Collarts.

There is a charge of \$10.00 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

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 accessed on the website

Semester 2 2010 course fees are listed below:

Diploma in Music – Technical Production

\$11000 total fee

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

Diploma in Music (Performance)

\$11000 total fee

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

Diploma in Music Industry – Business

\$11000 total fee

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

Certificate IV in Music Industry

\$5000 total fee

AUSMUSIC COLLEGE (VET) COURSES

Music Industry Training Package

Ausmusic College, the vocational training division of Collarts, has developed courses to assist you to gain a nationally recognised qualification/s from the Music Industry Training Package and the Entertainment Training Package. For more information about Training Packages, visit www.ntis.gov.au, the website for all National Training, or www.ibsa.com.au, the website for the national Industry Training Advisory Board responsible for developing the Music Industry Training Package.

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.

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 via the Collarts website.

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.

Assessments in the Ausmusic College program will happen progressively. Assessments will also be practical, e.g. producing CDs 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, you can appeal the assessment via the process detailed later in this handbook.

CUS40201 CERTIFICATE IV IN MUSIC INDUSTRY (TECHNICAL PRODUCTION)

CUSADM03A	Manage a project
CUSMGE12A	Maintain and expand music knowledge and critical listening
CUETEM2A	Manage systems
THHGLE16A	Manage physical assets
CUETEM3A	Establish and manage resources and technical requirements
CUSSOU05A	Install, align and test sound equipment
CUSSOU08A	Operate sound reinforcement system
CUESOU1A	Repair and maintain sound equipment
CUSSOU14A	Breakdown soundtrack
CUSSOU24A	Edit sound using computerised digital equipment/systems
CUSMOP02A	Compose a simple song or tune
BSXFMI404A	Participate in, lead and facilitate a team
CUSMPF11A	Perform music as part of a group
CUSMPF03A	Develop and maintain stagecraft skills

CUS50101 DIPLOMA OF MUSIC (PERFORMANCE)

CUSADM08A	Address copyright requirements
CUSSAF02A	Follow health, safety and security procedures in the music industry
CUSMGE13A	Apply music knowledge and artistic judgment
CUSMGE07A	Analyse harmony
CUSMGE04A	Analyse music
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
CUSMPF16A	Perform improvisation for audience
CUSMPF13A	Plan and prepare a program for performance
CUSMOP10A	Interpret, confirm and create music for a brief
CUSGEN03A	Collaborate with others in planning and producing a project
CUSMPF11A	Perform music as part of a group
CUSSOU24A	Edit sound using computerized digital equipment/systems
CUSSOU11A	Operate sound mixing console
CUSSOU15A	Create final sound balance

CUS50209 DIPLOMA OF MUSIC (SOUND PRODUCTION)

BSBOHS509A	Ensure a safe workplace
CUSIND401A	Develop specialist expertise in the music industry
CUSIND501A	Apply music knowledge and artistic judgement
CUESOU04C	Mix live audio
CUSSOU401A	Record sound
CUSSOU402A	Develop and implement sound plans
CUSSOU403A	Perform advanced sound editing
CUSSOU405A	Mix recorded music
CUSSOU501A	Develop sound designs
CUSSOU502A	Produce sound recordings
CUSSOU504A	Create a final sound balance

BSBPMG510A	Manage projects
CUFCMP501A	Manage and exploit copyright arrangements
CUSMCP501A	Compose music using electronic media
SITXET013A	Manage event staging
CUSMGT401A	Manage distribution of music

CUS50309 DIPLOMA OF MUSIC (BUSINESS)

CUSOHS301A	Follow occupational health and safety procedures
BSBSMB401A	Establish legal and risk requirements of small business
CUFCMP5010	Manage and exploit copyright arrangements
CUSIND501A	Apply music knowledge and artistic judgement
SITXEVT13A	Manage event staging
BSBFIM501A	Manage budgets and financial plans
CUSMGT401A	Manage distribution of music and associated products
CUSMKG501A	Manage the promotion of creative acts
CUSWRT501A	Write about music
BSBPMG510A	Manage projects
CUFRES401A	Conduct research
BSBADV507B	Develop a media plan
BSBADM502B	Manage meetings
BSBMKG501B	Identify and evaluate marketing activities
BSBMKG516A	Profile international markets
BSBPUR402B	Negotiate contracts

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)

CUEOHS2A Establish and maintain a safe and secure workplace
CUSBGE17A Maintain and apply music industry knowledge
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
CUSSOU22A Implement sound design
CUSSOU18A Manage production for sound design
CUSSOU19A Manage production for sound recording
CUSSOU20A Prepare and compile music for a soundtrack
CUSSOU22A Implement sound design
CUSMCP09A Arrange music for screen
CUSMCP06A Compose music for screen using electronic media
CUSWRT501A Write about music
CUFRES401A Conduct research

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.*

Trainers, Teachers & Mentors

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

Youth Allowance

All Ausmusic College courses can attract Youth Allowance, conditional to meeting Centrelink's requirements.

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:

- Student Hand book
- Program Outline
- Program Timetable
- Class Times / Trainers
- 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
- Industry experience events
- Reporting of results
- Use of Facilities
- Security and Student Access Procedures
- Collarts emails
- Computer log-ons
- Student Cards

Delivery

The Ausmusic College program uses a number of teaching styles:

Lectures	A lecture is where students take notes from the content delivered by the lecturer. The lectures are designed to deliver concentrated information.
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.
Guided practical sessions	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	Each week the schedule includes two mandatory self paced practical sessions. 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 knowledge and skills.
Optional self paced sessions	On top of the 20 contact hours of delivery, students have the option to book extra time in the Collarts facilities.
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.

ASSESSMENT: ASSIGNMENTS AND EXAMINATIONS

RESPONSIBILITIES OF THE STUDENT

Examinations

Students must not help or receive assistance from other students during examinations.

Students must not borrow or lend equipment to fellow students during examinations.

Students must only bring into the examination room those materials, computer software and other devices specified for the examination.

Assessment Tasks

Students must cite sources using the Harvard referencing method when copying or paraphrasing somebody else's ideas, words and work.

Students must not use other people's ideas, words and work and pass them off as their own.

In the case of individual assignments, as opposed to group assignments, students must not work collaboratively with other students in the preparation of the assignment and then submit an assignment, which is substantively identical to another student's work.

Students must do their own work- they must not ask another person to complete an assessment task for them.

RESPONSIBILITIES OF THE COLLEGE

Procedural Fairness

- Students must be given reasonable notice of assessment in terms of criteria, weighting and due date.
- Students must be treated fairly, with respect and with due regard to their privacy.

ASSIGNMENTS

Acknowledgement of source material and referencing in all written assignments must conform to the Harvard referencing style.

Cover pages for assignments should contain the following information:

- Student name and number
- Unit name
- Teacher's name
- Title of assignment
- Date due

Students must keep a copy of all assignments submitted for examination.

WITHDRAWAL FROM A UNIT

Students who withdraw from a unit before the semester census date will incur no academic penalty or tuition liability. To withdraw from a unit, students must do so, in writing.

After the Census date for a semester, only students who have suffered illness or misadventure will be able to withdraw from a unit without academic penalty. Students need to include documentation of their illness or misadventure with their withdrawal application, and the illness or misadventure must be of a level of severity to significantly affect student's work. Students should speak to the Head of Program if they need assistance with this process.

SPECIAL LEAVE OF ABSENCE

Special leave of absence may be granted to students who have been accepted for participation in a recognised and approved activity, e.g. international instrumental or vocal competition.

Applications for leave should be made in writing directly to the Dean who may approve a variation to the stated requirements for regular attendances at lectures in specified subjects during the semester immediately proceeding the competition. If the application is successful and after consultation with the relevant Head of Program, the Dean may develop a program of study that will allow the student to cover the prescribed content and satisfy the requirements of the particular unit(s) without penalty for non attendance at the specified classes.

ASSESSMENT SUBMISSION

Re-assessments:

- To re-sit or re-submit an assessment, a student must complete a 'Request for Reassessment' outlining reasonable cause for re-submission and submit request to trainer with documentation to support students request such as a medical certificate.
- Permission to re-submit or re-sit an assessment is given in cases where students can demonstrate just cause, and is given at the discretion of the Trainer, Education Manager and/or Dean.
- Students are given a maximum of 3 opportunities for re-submission.

ASSIGNMENT EXTENSIONS REQUEST

- Students wishing to extend the submission date for an assessable task may do so by completing a 'Request for Extension'.
- Requests must be submitted to the Trainer with any supportive documentation one week before the submission date.
- Extension requests will be is granted in cases where students can demonstrate just cause, and at the discretion of the Trainer, Education Manager and/or Dean.
- Students will be notified of the outcome of their Assignment Extension Request within 3 business days of submitting their request.
- The maximum period of an assignment extension is one week.

These forms are available online at www.collarts.edu.au

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.

APPEAL AGAINST GRADES OR ASSESSMENT

A student may appeal against an assessment in any unit. An appeal must be lodged with the Registrar within one week of results being posted for the semester in which the unit was undertaken. Dissatisfaction with grades does not constitute grounds for appeal. On appeal, a review will be made of all components contributing to the original assessment. The purpose of this review is to ensure that the assessment process has:

- been fairly applied;
- no procedural or factual errors in the processing of a grade;
- had all appropriate components included; and
- had an accurate addition of marks on which the assessment grade is based.

The appeal will be considered by the Appeals Committee. The Appeals Committee will determine whether the original grade :

- stands; or

- is to be amended due to an error of calculation or process.

A student may request a remark of a written assignment. A re-mark of an assignment will be undertaken by the Head of Program or, if the Head of Program was the original assessor, by a suitably qualified person determined by the Dean. A remark will carry a non-refundable fee of \$50.

Academic Misconduct

All Collarts students are expected to maintain high standards of academic honesty and integrity. Academic misconduct covers all circumstances where students attempt to cheat, plagiarise, and act dishonestly when undertaking assessment tasks, or assisting fellow students to do so. Students are considered guilty of cheating if they act in a way, which gives them unfair academic advantage. Students may be guilty of this if they copy another student's work, or in any way mislead their teachers or Head of Program about their ability, knowledge, skills, or amount of original work they have undertaken.

Student misconduct is characterised by students; behaving dishonestly, harassing or interfering with other students or staff, disrupting other students' learning, failing to comply with legal requirements; mistreating or destroying Collarts property or the property of other students or teachers; altering or destroying Collarts documents or records; marring the good name of Collarts; or otherwise act in an inappropriate manner. Collarts will report all criminal acts committed by Collarts students to the relevant authorities.

In assessing an instance of misconduct the following principles will be observed:

- Students must be judged innocent of any academic misdemeanour until such time as they have admitted to it or evidence is found of such behaviour.
- Any misconduct in the past cannot be regarded as evidence that the student has again behaved dishonestly.
- Each case of academic misconduct will be treated separately. The first case of misconduct will be treated more leniently than each subsequent case.

Any student who is found guilty of academic misconduct will have the details of the case recorded in their student file. Penalties imposed for student misconduct will correspond to the nature and extent of the misconduct, with the first offence being penalised more leniently than each subsequent instance of misconduct. Penalties which may be imposed are: reduced grades, receiving a grade of NN (Fail) for assessment tasks or as a final grade, placed on probation requiring regular meetings of review with the Head of Program. Serious or recurring instances of misconduct may result in the student being excluded permanently from the College.

Students will be notified in writing by the Registrar of any penalties which are the result of proven misconduct. Students are able to appeal these decisions on the basis of procedural anomalies or factual errors, which have a significant effect on the final decision. Students should appeal in writing within 14 days of the date of the student being notified of the decision.

PLAGIARISM & CHEATING

Definitions

Plagiarism – means to take and use another person’s ideas and or manner of expressing them and to pass them off as one’s own by failing to give appropriate acknowledgement.

Cheating – means seeking to obtain an unfair advantage in an examination or in other written or practical work required to be submitted or completed by a student for assessment.

Expectations For Assessment

The Australian College of the Arts sets work for assessment with the expectation that it is either:

- the sole effort of the student; or
- the sole effort of a designated group of students who hand in a joint piece of work; or
- the effort of a individual student who may have discussed general principles with others in order to understand the topic, but who is responsible for submitting an individual piece of work; or
- the sole effort of the student based on an outline answer given as part of the course material.

It is the responsibility of the student to acknowledge all sources used in an assignment or work submitted for assessment for any program offered by the Australian College of the Arts. Failure to do so is considered plagiarism.

Work not completed by a student and intentionally submitted as that student’s work is cheating.

Students are encouraged to develop sound study and note-taking practices to avoid unintentional plagiarism that is considered an academic misdemeanour of failing to reference a source correctly.

Disciplinary Procedure

A staff member that discovers an instance of suspected student plagiarism or cheating must report the incident to the Head of Program including a copy of the assignment in which the plagiarism or cheating has been discovered. The Appeals Committee will consider cases of plagiarism. The committee will determine whether the student has either:

1. intentionally committed plagiarism or has cheated; or
2. has unintentionally failed to appropriately reference a source.

In the case of 1, the assessment task will be disallowed and not given a mark. The student will not be awarded marks allocated to the assessment task.

In the case of 2, the student will be directed to remedy the deficient references and resubmit the assessment task within two days of notification of the committee’s decision.

A student will be required to appear before the committee and has the opportunity to make a submission to the committee. If the student does not attend the meeting a decision will be made in his/her absence. A repeated instance of plagiarism and/or cheating may lead to a review of a student’s candidature.

Students will be notified in writing of any penalties, which are the result of proven academic misconduct.

Students may appeal a decision to the Dean, on the basis of procedural anomalies or factual errors. An appeal must be received in writing within 7 days of the date of the student being notified of the decision.

PRIVACY POLICY

Collarts will take reasonable steps to ensure that personal information held is:

- treated with the utmost confidentiality in compliance with provisions of the Privacy Act 1998, which incorporates the Privacy Amendment (Private Sector) Act 2000;
- relevant, accurate, up to date, and complete;
- protected from loss, unauthorized access, or misuse; and
- not disclosed other than that permitted by law.

Students are permitted access to their own files. In order to do so, a student is required to make application to Collarts in writing to info@collarts.edu.au. Collarts Administration will arrange a time for the student to view his/her files.

GRIEVANCES AND APPEALS

What is a grievance?

A grievance is a complaint or appeal requesting a response or action. A grievance is not part of the regular student feedback that Collarts encourages as part of its commitment to improve quality. Examples of an academic grievance are an appeal against an assessment grade or assessment of Recognition of Prior Learning (RPL) assessment. Examples of non-academic grievances are delays in processing of an application or other administrative process.

Not all issues need to be submitted to the grievance process. In many cases people should discuss their grievance with the person involved and if possible resolve the issue in an informal way. Students can approach a Head of Program, an academic staff member or the Dean for advice and support. Students unable to resolve their grievance may use the grievance process listed below to follow a formal pathway for the resolution of a grievance. It is the student's responsibility to ensure that the grievance has substance, is genuine and prepared to participate in an appropriate manner. There are separate procedures for academic and non-academic grievances set out in this document.

Anyone participating in a grievance procedure will not be subject to discrimination as a result of a grievance process. You may be accompanied and supported throughout the process by a support person (eg a family member, friend, counsellor or other support person). All involved parties will be provided with written advice regarding the outcome of a grievance process.

Submitting grievances will be free of charge as set out in this policy and will be dealt with within 28 days of receipt of the complaint/appeal.

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.

ACADEMIC GRIEVANCE

Stage 1: Notification of Grievance

To commence the grievance process an individual must notify Collarts of the grievance. This notification may be lodged either:

1. by submission in writing of the grievance on the Lodgement of Grievance form and submitted to College Administration; or
2. by contacting the College Administration and receive assistance in completing the Lodgement of Grievance form.

On receipt of a grievance, the College Administration will:

- acknowledge receipt within seven days;
- review the submission to ensure all necessary documents are attached¹;
- request a response in relation to the grievance, where other parties are involved; and
- prepare all materials for Appeals Committee.

Stage 2: Appeals Committee Hearing

The Appeals Committee (AC) reviews all grievance submissions. The AC may request the attendance of any party to the grievance submission. The AC will make a decision upon the grievance. The Registrar will notify the complainant of the AC decision within seven days of the AC meeting.

Stage 3: Internal Review

If the complainant considers that the AC made an error in determining their decision, the complainant may request a review of the decision by the Dean. The appeal must be submitted to the Dean via the Registrar. Appeals will be considered within 21 days from the date of the appeal submission.

Stage 4: External Review

If the complainant is not satisfied with the review of the Dean, the complainant may submit a request in writing that the matter be reviewed by an external reviewer. On receipt of a written request from a complainant for an external review the Registrar will contact the external reviewer. An external will be completed normally 21 business days from the date of written request. An external review incurs an administrative fee of \$150.

Stage 5: Administrative Appeals Tribunal (AAT)

Students may appeal to the Administrative Appeals Tribunal

Administrative Appeals Tribunal
Level 16, HWT Tower, Southgate
40 City Road
Southbank VIC 3006
(03) 9282 8444 (metropolitan area)
1300 366 700 (country areas)

For details on the processes of the AAT go to
<http://www.aat.gov.au/>

¹ Additional material may be requested at this point

NON-ACADEMIC GRIEVANCE PROCEDURE

Where possible, complaints are to be dealt with by the person receiving the complaint. If the complaint cannot be resolved at this level it is to be referred to the appropriate Collarts person. This person will contact you within five (5) working days.

LODGEMENT OF GRIEVANCE

Please read the Grievance information in this handbook before you submit a form. Make sure all relevant information is included with your submission. Omissions of information may delay the processing of your submission. You will be advised when next Appeals Committee meeting will take place. You will receive written advice of the decision by the Registrar normally 10 working days after the Committee has met. You will need the following information:

- Name of Person
- Date
- Brief description of the grievance

If necessary, you will need to attach any supporting material, by scanning the original document. The College Administration can assist you with this.

To submit your grievance go the student page on the Collarts website and follow the links.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment process used to determine the extent to which a student has achieved the required learning outcomes to receive credit towards some units of the degree. This may result in the granting of the grade of Advanced Standing in a specific Collarts unit and exemption from that unit. RPL can be used in one of the following cases:

- for the partial or complete fulfilment of the requirements of a VET accredited qualification.

Applicants complete and submit an application for RPL form, attach supporting documentation and submit the application to the Registrar. The application will then be forwarded to the Learning and Teaching Committee, which will consider the application and make a decision based on the documentation provided. The applicant will be advised of the result of the application within two weeks.

RPL will be granted under the following circumstances:

- 1) For Entry - completed VET courses up to Certificate IV
- 2) For Credit – Previous relevant study with certified evidence of formal course-related study leading to a qualification including either:
 - a. completed university subjects or courses; or
 - b. completed TAFE subjects or courses at Diploma or higher; or
 - c. VETAB accredited diploma or higher.

Support material: certified copies of transcripts or other documentation related to units for which exemption is sought.

- 2) Relevant industry experience or courses undertaken outside a recognised tertiary organisation:

Support material: The applicant must be able to substantiate sufficient, relevant and recent industry experience either:

- a. By presentation of a portfolio demonstrating that the industry experience undertaken meets the learning outcomes of the unit for which exemption is sought; or
- b. Undertake an assessment by the Head of Department or nominee which successfully meets the learning outcomes of the unit for which an exemption has been sought.

The Education Manager will advise the applicant on the assessment process and the content to be assessed.

Application for RPL after the start of semester

Applications for consideration of RPL should be completed at least ten days before the commencement of semester. However, Collarts recognises that in some special circumstances it may be necessary for students to apply after the commencement date. To be considered for such special circumstances students must submit a written request to the Dean no later than the end of the first week of semester. A decision will be made no later than the end of the third week of semester. After the end of the first week of the semester only applications for the following

semester can be considered. The maximum number of units for which RPL will be granted shall not exceed 50% of the total credit point values for the course of study. Where RPL has not been granted and the applicant wishes to appeal the decision this can be done through the Discipline & Appeals Committee

Maximum exemption granted

The maximum number of units for which exemption may be granted is 50% of the total credit points for the course.

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

.....
OFFICE USE ONLY

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

Signature: _____ Date: _____



STUDENT EVALUATION

Name of course _____

Do you intend to continue your studies at Ausmusic in 2010? Yes No

If you answered 'no', why?

What things do like about Ausmusic?

What would you change at Ausmusic?

Do you have any other comments about Ausmusic?
