



RTO Student Handbook 2018



www.collarts.edu.au

This handbook contains important information about your course so we encourage you to read it carefully prior to commencing your course. This handbook is for all prospective students of Collarts VET programs offered through the RTO and does not reflect information about our higher education programs.

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About Collarts

Australian College of the Arts Pty Ltd (Collarts) is a Registered Training Organisation and Higher Education Provider that specialises in education for the music and entertainment industries. Collarts has been servicing the training needs of the Australian music industry, since its establishment in 1989 when it was known as Ausmusic.

Collarts provides an educational pathway for students from Year 10 through to tertiary study, offering qualifications from Certificate II through to Bachelor Degree.

Campus Contacts & Address

Australian College of the Arts Pty Limited (RTO 0109)
55 Brady Street
South Melbourne VIC 3205

Telephone: 1300 818 777
Email: info@collarts.edu.au
Website: www.collarts.edu.au

Collarts Pathways: VET in Schools programs

Collarts delivers high quality, industry relevant, VET Music qualifications. These qualifications are delivered primarily through partnership with schools across Australia. Organisations partnering with Collarts enter into a Auspicing contract that outlines and clarifies the roles and responsibilities of all parties involved in the program delivery.

Collarts VET qualifications prepare students for engagement within the music and entertainment industries, in roles such as; musician, songwriter, sound engineer, producer, venue, or artist manager and many more. They also provide a great foundation for further study in certificate, diploma, advanced diploma or tertiary level education.

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 Collarts extensive resources, which have been developed by industry professionals.

All references to Collarts in this handbook are inclusive of our partnering schools and organisations providing VET services under the auspice of Collarts.

What is a registered training organisation (RTO)?

Australian College of the Arts Pty Ltd (Collarts) is a Registered Training Organisation (RTO 0109).

RTOs are training providers of quality-assured and nationally recognised training and qualifications that are registered and regulated by the Australian Skills Quality Authority (ASQA) (or in some cases, a state regulator) to deliver VET services.

Being registered by the Australian Skills Quality Authority means an RTO must act in your best interests and meet the Registered Training Organisations Standards 2015.

Only RTOs can deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications

Enrolling & Studying with Collarts

Definition of Students

For the purpose of this Handbook, **Students** are defined as follows:

1. Learners enrolled and receiving VET training and assessment through an approved Auspicing Partner. These students may apply and are refunded through the approved Auspicing Partner.
2. Learners enrolled and receiving VET training and or assessment by an employee of Collarts (primarily through RPL). These students may apply and are refunded directly by Collarts.

Access & Equity

Collarts recognises the principles of access and equity and the rights of all people to be treated in a fair and equitable manner. Collarts undertakes to ensure all students and employees are treated equitably and are not subject to discrimination or harassment. Collarts strives to provide full and equal participation for all students and staff and to foster a learning and working environment which values diversity and encourages acceptance.

Where appropriate, reasonable adjustments may be applied to the assessment processes to take into account the individual student's needs.

For more information about the Collarts approach to access and equity, please refer to the college **Access & Equity Policy** at Policy Annexure A of this Handbook.

Rights & Responsibilities

Every student has the right to be treated fairly and equitably and all students have a responsibility to respect the rights of one another and of all Collarts personnel and training staff. Students will not be placed in a position that compromises their personal dignity or personal safety. Clear educational rationale and established procedures and protocols underpin all activities which students are required to undertake.

Students must always remain aware that discrimination of any nature including sexual, religious and cultural harassment, and bullying of any nature and on any level or by any medium are all unacceptable and will not be permitted or tolerated. Every student is encouraged to be respectful of their training environment, their student cohort, their trainers and the people working within Collarts with whom they may have contact.

Client Selection, Induction & Orientation

Entry into Collarts VET programs is at the discretion of Collarts and our Auspicing Partners (your school or organisation). Your Trainer, VET Coordinator, Course Coordinator or Careers Councillor, will assess your suitability for entry into the Collarts VET program. This is typically assessed through a meeting, interview, or audition with any of these representatives, where they are able to determine any support required by individual students to meet the requirements of the training.

Your school or organisation may stipulate particular entry requirements into the program, such as commitment to vocal and/or instrumental lessons which will be clarified at this point, however the common selection criteria adopted by Collarts are:

- The ability and commitment of the students to complete the course
- National Training Package requirements
- Language, Literacy and Numeracy proficiency

Induction and orientation may occur prior to the commencement of your course or on the first day. The Orientation program is designed to give you important information that will help familiarise you with Collarts VET Programs and your course, along with:

- understanding the information contained in the Student Handbook, including your rights as a student
- understanding what support services are available to you
- ensuring you are familiar with the facilities, classes and resources
- meeting your Trainer/ Assessor and additional support staff
- understanding your course timetable, class requirements and attendance
- understanding your overall course assessment requirements
- providing you with essential evacuation and emergency plan procedures
- practical placements (if applicable) and associated assessment requirements
- knowing where to access more information, as required

Enrolment & Payment of Fees

Prospective students are required to register their details, including their Unique Student Identifier (USI) for their specific course through the Online Registration Portal, which can be accessed via the following link:

Online Registration Portal (*link*): <http://enrol.vetenrol.com.au/?clientid=VT-COLLARTS&altCSS=1>

The Online Registration Form contains all necessary information required under the current AVETMIS standards and can also allow for the collection of data required by the State Government Registered Body. Your Trainer or VET Coordinator will take you through this process as part of your Induction.

Schools and organisations auspiced by Collarts to provide our VET programs (Auspicing Partners) pay Collarts for their RTO services directly. Each school or organisation sets its own student fee structure that may vary depending on the specific resource requirements of the course. Ensure that you speak to your Trainer or VET Coordinator directly to clarify items relating to fees.

Withdrawal & Refund of Fees

Where students are receiving VET services through an Auspicing Partner, withdrawal must be communicated in writing to the Course Coordinator. The Course Coordinator will then communicate this to Collarts through Schedule 8, Contract Variation notice, of the Auspicing contract with Collarts.

Where students are receiving VET services such as RPL, directly through Collarts, they must complete and provide the Withdrawal form to the Registrar.

For more information about the Collarts approach to fee refunds, please refer to the college ***RTO Fee Refund Policy*** at Policy Annexure B of this Handbook.

Collarts VET Music Programs

Nationally Recognised Training & Assessment

Nationally recognised training is training delivered by a Registered Training Organisation (RTO) using a National Training Package in accordance with the Australian Quality Framework.

All assessments undertaken in relation to any nationally recognised training course by Collarts comply with Training Package requirements and may include observation, oral and written questioning, project work and both individual and group work tasks. Your Trainer will inform you about how and when assessments will occur for your course.

In Competency Based Assessment you may be deemed as 'Competent' or 'Not Yet Competent'. In the event that you are deemed 'Not Yet Competent', additional support will be provided to help you to complete the particular unit and prepare for an additional assessment event.

The requirements of each unit of competence are detailed in the Assessment Booklets and are provided along with supporting resources in Collarts online learning platform at <http://vet.collarts.edu.au>.

Your Trainers (teachers) are qualified in assessment and industry training and have access to Collarts extensive resources which have been developed by industry professionals.

CUA Creative Arts and Culture Training Package and Qualifications

Collarts has developed a range of training and assessment strategies and materials to assist you to gain a nationally recognised qualification/s from the Creative Arts and Culture Training Package. Collarts currently offer the following qualifications: (click on each link for more information)

- [CUA20615 Certificate II in Music Industry](#)
- [CUA30915 Certificate III in Music Industry](#)
- [CUA40915 Certificate IV in Music Industry](#)

Each qualification is made up of a number of core and elective units of competence. You must complete a minimum number of units to meet the requirements of the qualification.

For complete details of the requirements of the CUA Creative Arts and Culture Package, see the training.gov.au website at: <http://training.gov.au/Training/Details/CUA>.

Recognition of Prior Learning (RPL)

You may apply for Recognition of Prior Learning for existing competencies which you have gained through previous studies and/or through life and work experience. Competency is demonstrated through a portfolio of evidence mapped against the qualification.

For more information about the requirements and procedures for RPL, please refer to the college ***Skills Recognition Policy*** at Policy Annexure C of this Handbook.

Recognition of Qualifications Issued by Other RTOs

Collarts recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). You may use Qualifications and Statements of Attainment to gain credit towards programs offered by Collarts.

For more information about the requirements and procedures for credit transfer, please refer to the college ***AQF Qualifications Recognition Policy*** at Policy Annexure D of this Handbook.

Trainers & Assessors Competency

In order to deliver nationally recognised training our trainers and assessors must meet rigorous criteria of competency checks as per the following criteria;

All Collarts Trainers and Assessors hold the TAE40110 Certificate IV in Training and Assessment as a minimum qualification and must have the following:

1. Vocational competencies at least to the level being delivered and assessed;
2. Current industry skills directly relevant to the training and assessment being provided; and
3. Current knowledge and skills in vocational training and learning that informs their training and assessment.

Collarts also ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Definition of Vocational Competency

Vocational competency is defined as broad industry knowledge and experience, usually combined with a relevant industry qualification. A person who has vocational competency will be familiar with the content of the vocation and will have relevant current experience in the industry. Vocational competency must be considered on an industry-by-industry basis and with reference to any guidance provided in the relevant Training Package or Accredited Course.

Facilities & Resources

An extensive range of training and assessment materials supports Collarts VET Programs. Students and trainers are provided with a login to the VET in Schools (VETiS) Portal to access these materials at any time. The VETiS Portal can be accessed via the following link:

VETiS Portal (*link*): <http://vet.collarts.edu.au>

Facilities provided at the various auspiced sites will vary somewhat depending on the qualification being offered. Check with your school or organisation to clarify exactly what facilities are available.

Feedback & Training Evaluation

Students must complete an Annual Learner Survey prior to the completion of the academic year. This survey contributes to our RTO Quality Indicators and Data provision requirements. Please be assured that completed Evaluation Forms or Surveys remain confidential and are only used for the purpose of improving the quality of our service. Collarts is committed to a process of continuous improvement based on feedback from students, Trainers and other stakeholders. We welcome comments that might help us to improve our services, products and processes.

Issuing Qualifications & Statements of Attainment

Assessment will determine whether a student is 'Competent' or 'Not Yet Competent' in their particular course. On successful completion of a course, a certificate which includes a transcript listing the units deemed competent will be issued to the school or organisation for subsequent distribution to the student.

A Statement of Attainment is issued to the school or organisation for distribution to students who have been assessed as competent in one or more units of a qualification and where Collarts has been officially notified that the student will not be attempting to complete the qualification in a subsequent term, semester or year.

Certification documentation is issued within thirty (30) calendar days of Collarts receiving the final student results from the qualified Trainer & Assessor, and providing all agreed fees the student, school or organisation owes to Collarts have been paid.

Dual Recognition

The VET units of competence and qualifications may also contribute towards your senior school certificate of education, such as the VCE, SACE or WACE. This is called Dual Recognition. Depending on the level of qualification, and what other subjects you are completing, it may also contribute to your ATAR. There may be specific requirements for your secondary certificate that must be met in addition to the VET qualification. Ensure that you clarify these with your Trainer.

Reprints of Qualifications

Any time after completing your course, you may request a re-print of your qualification or Statement of Attainment by completing the '*Certificate or Statement of Attainment Reissue Form*', which can be accessed via the *VETIS* section of the Collarts website. There is a \$40 re-issuance fee for an individual certificate or statement which must be paid up-front with your request for a reprint.

Complaints & Appeals Process

Collarts complaints and appeals procedure is available to all students regardless of the location of the campus at which the complaint or appeal has arisen, the student's place of residence or the mode in which they study. The complaints or appeals procedure is also available to persons seeking to enrol in a course of study.

Any student who has a complaint or appeal is encouraged in the first instance to speak immediately with the facilitator/lecturer/teacher or the relevant staff member involved in an attempt to informally resolve the issue. Where the matter cannot be resolved informally students are to follow the procedures detailed in the **Collarts Complaints & Appeals Policy** at Policy Annexure E of this Handbook.

Workplace Health & Safety

Collarts is committed to providing a safe and healthy workplace for all students/course participants, clients, employees, contractors and visitors and we adhere to all relevant government legislation. Individuals have a responsibility to take care of the health and safety of themselves and others and to comply with company Workplace Health and Safety policy and risk management procedures. All accidents, near misses or unsafe working practices or conditions must be immediately reported to your Trainer.

Quality Assurance

Collarts operates under Quality Assurance guidelines as a registered training organisation. These guidelines are known as the Registered Training Organisations (RTO's) Standards 2015 and they provide framework for the policies and procedures that we follow in delivering our services. We regularly perform internal audits against these Standards to ensure that we are compliant with the Standards, and that our policies and procedures are being correctly implemented.

Privacy of Student Information

Collarts is committed to the protection of privacy in compliance with the Commonwealth Privacy Amendment (Private Sector) Act (2000). The Collarts Privacy Policy aims to protect the privacy of its employees, students and community in relation to the collection, protection and disclosure of personal information.

Collarts collects personal information, including sensitive information, about students and parents or guardians before and during the course of the student's enrolment. The information collected is restricted to that which is needed to satisfy Collarts' legal obligations, particularly to enable the college to discharge duty of care in areas such as public health and child protection.

Personal information collected from students is treated as confidential. Students may access personal information collected about them by contacting the Registrar at registrar@collarts.edu.au. Access may be denied if it will have an unreasonable impact on the privacy of others, or where access may result in a breach of the college's duty of care to the student.

Collarts will not disclose student information to third parties without written consent.

Where a student is under 18 years of age, Collarts may provide information to the next of kin listed on the student's Online Registration Form.

A copy of the Collarts Privacy Policy can be found at Policy Annexure F of this handbook.

Student Access of Personal Records

Students are provided with the opportunity to access the personal information that we hold on them, on request. They are informed of assessment outcomes at the time assessment takes place however they may request information regarding their participation and progress at any time.

To apply for access to your records, contact your Trainer or VET Coordinator in writing, advising of what records you require and the reason you require them and, if necessary, you may take copies. Personal records may also be sought through the Collarts Registrar via Toll Free Telephone 1300 818 777 or email to registrar@collarts.edu.au. Proof of Identification will be required at the time of application.

Code of Conduct

All students/course participants enrolled in any Collarts course or using the services of Collarts are required to maintain appropriate standards of conduct at all times. Improper or inappropriate behaviour includes, but is not restricted to the following:

- Consuming or having consumed alcohol and other drugs
- Persistent disruptive behaviour
- Abusive conduct, verbally abusive or hostile behaviour
- Physical assault on a member of administration or training staff or other students or any behaviour which is perceived to be threatening
- Smoking or the use of prohibited or illegal substances
- Deliberate misuse of Collarts equipment or materials
- Behaviour of a discriminatory, bullying or harassing nature
- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article of any nature
- Theft from staff or students at any Collarts facility
- Wilful or malicious damage to Collarts property or equipment
- Wilfully or accidentally activating fire or security alarms which result in the calling out of emergency services

Where behaviour is deemed to be improper or inappropriate, Collarts will take necessary action, which could include counselling, verbal warning, written warning and/or removal from the course.

Support Services

Should you require additional support during the program, please advise your Trainer who will refer you to an appropriate support service. For assistance with improvement of reading and/or writing, we can assist you in sourcing an appropriate external support organisation such as the Reading, Writing Hotline on 1300 655 506. We will endeavour to provide welfare and guidance to all students/course participants wherever possible. This may include:

- Pre-Program interviews
- Workplace Health and Safety
- Provision for special learning needs
- Provision for special cultural and religious needs
- Recognition of Prior Learning (RPL)
- Flexible Learning Options
- Alternative assessment strategies
- Review of payment schedules when requested
- Training premises accessible for people with disabilities

Policy Annexure A

Access & Equity Policy

Purpose

This policy describes how the Australian College of the Arts Pty Ltd (Collarts) ensures that VET services provided by Collarts or on its' behalf through an auspicing arrangement, are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Scope

This policy applies to all persons enrolled, or seeking enrolment with Collarts including auspiced schools and organisations (Auspicing Partner), and those employed or contracted to Collarts.

Related Policies

This policy should be read in conjunction with the following college policies:

- RTO Complaints and Appeals Policy

All college policies referenced in this document can be found in the Student Handbook which can be accessed via the VETIS Portal at <https://collarts.edu.au/vetis> or the VETIS section of the college website.

Policy

Collarts is committed to providing the opportunity for any student 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 training and assessment provided through an Auspicing Partner (school or organisation), through Collarts, and through recognition of prior learning or by a mix of these.

Trainers at an Auspicing Partner are responsible for articulating all access and equity policies either verbally or written to students on enrolment. 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.

Students with Impairments

Students 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. Collarts VET courses can assist students with impairments to meet a range of individual educational goals both within and outside the criteria and standards.

Reasonable Adjustments

It is important to take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students with disability. Where appropriate, reasonable adjustments may be applied to the assessment processes to take into account the individual student's needs.

Assessors may accept other forms of evidence that meet the requirements of the training package, principles of assessment and rules of evidence, and modify assessments to accommodate greater access and equity for students participating in the program.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability.

An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

Procedure

Collarts and schools and organisations working under the auspice of Collarts, are to make all reasonable efforts to accommodate students with disabilities or barriers to access, participation and achievement of suitable outcomes in the VET course.

Prior to enrolment, trainers and local course coordinators are to assess the suitability of potential students, identifying any disability or barrier that might prevent the student from successful participation in the course.

Students seeking to enrol in a Collarts program are also provided the opportunity to disclose a disability, upon registration for the course.

Where an Auspicing Partner deem that they have sufficient resources to cater for the identified disability or learning barrier, trainers and assessors may make reasonable adjustments in the training and assessment provided to the student, within the requirements of the training package.

Assessment modification is to be documented in the Assessment Record for the Unit of Competence within the student's Assessment Booklet.

Access to any Collarts program or course of study is subject to approval of Collarts and the Auspicing Partner. If any student feels that they have been unreasonably denied access to a Collarts program or course of study they should follow the complaints and appeals procedure and lodge a complaint.

Complaints & Advice

Complaints relating to access and equity are to be lodged in accordance with Collarts **Complaints & Appeals Policy** which can be accessed via the VETIS Portal at <https://collarts.edu.au/vetis> or the VETIS section of the college website. Queries about reasonable adjustments are to be directed to the VET Music Program Leader who can be contacted on 1300 818 777 or via email to educationpartners@collarts.edu.au.

Policy Annexure B

RTO Fee Refund Policy

Purpose

The Australian College of the Arts Pty Ltd (Collarts) undertakes the following policy in regards to fee refunds for students enrolled in Collarts VET programs in accordance with college rules and the *Standards for Registered Training Organisations (RTO's) 2015*.

Scope

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds and applicable all students enrolled with Collarts as an RTO including courses provided by organisations auspiced by Collarts (Auspicing Partner).

Related Policies

This policy should be read in conjunction with the following college policies:

- RTO Complaints & Appeals Policy
- Skills Recognition Policy

All college policies referenced in this document can be found in the Student Handbook which can be accessed via the *Student Resources* section of the VETIS MyCollarts Portal at <https://collarts.edu.au/vetis> or *VETIS Resources* section of the college website.

Key Definitions

For the purpose of this policy, **Students** are defined as follows:

1. Learners enrolled and receiving VET training and assessment through an approved Auspicing Partner. These students may apply and are refunded through the approved Auspicing Partner.
2. Learners enrolled and receiving VET training and or assessment by an employee of Collarts (primarily through RPL). These students may apply and are refunded directly by Collarts

Collarts VET Fees & Charges

Collarts or its Auspicing Partners will not require any prospective or current students to prepay fees in excess of a total of \$1,500.

1. Students receiving VET training and assessment through an Auspicing Partner

Students enrolled and receiving VET training and assessment through an approved Auspicing Partner may apply and are refunded through the Auspicing Partner.

In this instance, Collarts does not receive any fees directly from Students and charges the Auspicing Partner a Student Material Fee, invoiced at Census Date after student enrolment.

These fees are published in the Auspicing Contract and are subject to change in future years. Auspicing Partners may set their own fee structure and must operate in accordance with the *Standards for Registered Training Organisations (RTO's) 2015* (5.3 & 7.3).

2. Students receiving VET training and assessment directly through Collarts

Students enrolled and receiving VET training and assessment by an employee of Collarts may apply and are refunded directly by Collarts.

Students are invoiced for 50% of the course fees on enrolment, with the balance to be paid on the completion of assessment and prior to issuance of the Qualification Certificate or Statement of Attainment.

The RTO shall only collect fees once an applicant's enrolment has been confirmed, at which time the course will have been deemed to have commenced. Where a course is conducted under auspicings arrangements, then enrolment shall be confirmed via a signed *Student Enrolment Confirmation Report*. For all other courses, a letter of enrolment shall be provided to the Student.

Grounds for Refunds

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled prior to commencement
- the course is rescheduled to a time and location that is unsuitable for the student.

Once the course has commenced, refunds shall only be made if the RTO is not able to continue to offer training and assessment services for that course. In these circumstances, refunds shall be calculated as follows:

Course Fee – [(Course Duration Months-Time Elapsed Months*)/Course Duration X Course Fee]

For example, where six months of a twelve-month course has elapsed, with a course fee of \$2000 then:

$\$2,000 - [(12-6)/12 \times 2000] = \$1,000$ Refund

* *Time Elapsed Months* shall include months from the month on the date in the Letter of Enrolment, up to the month when training and assessment services ceased.

If a student discontinues a course, is suspended or dismissed because of unsatisfactory conduct or attitude, or for failure to follow the rules and regulations, or for excessive absenteeism, then no refund will be given on the fee.

No refund can be made once the Census Date has passed. Census dates are published in the Auspicings Contract and can be confirmed with your school or organisation or direct from Collarts for students undertaking an RPL process.

Procedures for Applying for Refunds

To apply for a refund, the individual is to contact the Registrar to obtain the Fee Refund/Withdrawal Application Form by telephone 1300 818 777 or email at registrar@collarts.edu.au.

Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application. The decision as to whether the student will receive a refund or partial refund will be made based on the grounds for refunds specified above.

Payment of Refunds

The RTO will pay the refund to the same person or body from whom the payment was received on behalf of the student. This includes credit cards so where credit cards are used for payment, the RTO will refund that credit card.

Complaints & Advice

Complaints relating to fee refunds are to be lodged in accordance with the college ***RTO Complaints & Appeals Policy*** which can be accessed via the VETIS Portal at <https://collarts.edu.au/vetis> or the VETIS section of the college website. Queries about fee refunds should be directed to the Collarts Registrar who can be contacted on 1300 818 777 or via email to registrar@collarts.edu.au.

Policy Annexure C

Skills Recognition Policy

Purpose

This policy establishes the principles and processes by which Collarts will recognise the experiences, knowledge, skills, abilities and previous qualifications students bring with them to gain entry into a Collarts VET course with regard for college rules and the *Standards for Registered Training Organisations (RTOs) 2015*.

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

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non- formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work- related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

How does it work?

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

Students will be required to present evidence that they are 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 such as audio or video recordings.

Whilst the evidence may take a variety of forms, the onus is on the individual to provide sufficient evidence of current competence. Collarts 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 i.e. task skills, task management skills, contingency management skills and job/role environment skills.

This process may be directed by the candidate and verified by the assessor, such as in the compilation of portfolios; or directed by the assessor, such as through observation of workplace performance and skills application, and oral and/or written assessment. Where the outcomes of this process indicate that the candidate is competent, structured training is not required.

Skills Recognition Policy

- Collarts 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 qualifications and expertise.
- Skills recognition assessment complies with the assessment requirements of the training package will be conducted in accordance with the Principles of Assessment and the Rules of Evidence as listed at Schedules 1 and 2 to this policy.
- Collarts 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:
 - previously recognised training undertaken
 - work and life experiences
 - non-formally recognised training undertaken.
- Skills recognition assessments and outcomes will be recorded and relevant qualifications (Statement of Attainment) will be issued where applicable.

Making Application for Skills Recognition

Information and advice on making application for skills recognition assessment can be obtained by contacting Collarts on Toll Free Telephone 1300 818 777, emailing educationpartners@collarts.edu.au or via the VETIS portal at <https://collarts.edu.au/vetis/>.

The following steps outline the procedure:

1. Candidates enquire about the process through their trainer or directly through Collarts
2. Candidates will be provided with an RPL Kit
3. Candidates will indicate the course/units for which they are applying for RPL
4. Candidates will pay an initial Assessment Fee for the units or full Certificate
5. Assessor will provide guidance to candidate to prepare a portfolio of evidence
6. Candidates will provide portfolio to assessor. (Schedule 3 Sample Evidence Matrix)
7. Assessment and verification of the application will be undertaken – allow up to two months.
8. Candidates will be notified of the assessment decision. Where applicable, exemptions or credits will be given and recorded, and Qualifications and Statements of Attainment issued.
9. 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.
10. Candidates could be invited to participate in an interview by phone, face-to-face or Skype to discuss the application.
11. Further information or documentation may be requested.
12. Candidates may appeal a decision through the procedures detailed within the college Complaints and Appeals Policy which can be accessed via the *Student Resources* section of the VETIS MyCollarts Portal at <https://collarts.edu.au/vetis> or *VETIS Resources* section of the college website. .
13. For candidates that require further training, Collarts will advise candidates on the best way of achieving all the competencies required.

Approval

This policy was approved by the Teaching & Learning Committee on 14 January 2015.

Schedule 1

Principles of Assessment

Fairness:	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility:	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> ▪ Reflecting the learner's needs; ▪ Assessing competencies held by the learner no matter how or where they have been acquired; and ▪ Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity:	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> ▪ Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; ▪ Assessment of knowledge and skills is integrated with their practical application; ▪ Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and ▪ Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability:	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Schedule 2

Rules of Evidence

Validity:	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency:	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency
Authenticity:	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency:	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Schedule 3

Sample Evidence Matrix

CUAMPF301 Develop technical skills in performance

Performance & Knowledge Evidence	How have you done this?	Evidence to Support This	Location of the Evidence
<ul style="list-style-type: none"> practise and play or sing a selected set of exercises and/or studies perform at least three pieces in selected area of specialisation that demonstrate mastery of technical requirements of performance repertoire, including control of agreed tempi and musical markings, intonation, rhythm and appropriate sound colour implement practical plans to improve own performance incorporate feedback from others and own evaluations into development of performance skills. 	<ul style="list-style-type: none"> Technical exercises immediately prior to rehearsal(s) Solo practice of challenging aspects of contribution to ensemble repertoire Regular and ongoing professional performances (at least 3 pieces) Formal tertiary music study 	<ul style="list-style-type: none"> Video recordings of performances A written practice routine and/or diary Professional CV showing music performance experience Written references confirming that you ask for and appropriately respond to feedback BA Music Performance, A University (2013) 	<p>Appendix B - Technical skills</p> <p>Professional CV</p> <p>BA Qualification and Statement of Results</p>
<ul style="list-style-type: none"> describe instrument or voice parts, physical characteristics, applications, range and capabilities outline how to care for voice or instrument, and describe work health and safety principles as they apply to performance practice describe technical skills relevant to voice or instrument. 	<ul style="list-style-type: none"> Appropriate care of musical instrument over many years as a professional musician. Practice and performance over a number of years 	<ul style="list-style-type: none"> A written submission Video recordings of performances Professional CV showing music performance experience Written References 	<p>Portfolio attached</p> <p>Professional CV</p>

Policy Annexure D

AQF Qualification Recognition Policy

Purpose

This policy establishes the principles and processes by which Australian College of the Arts Pty Ltd (Collarts) will accept and provide credit to learners for units of competency for AQF qualifications and Statements of Attainments awarded by other Registered Training Organisations with regard for college rules and the *Standards for Registered Training Organisations (RTOs) 2015*.

Scope

This policy applies to all RTO operations including those of organisations auspiced by Collarts (Auspicing Partner) where a person enrolling into a Unit of Competency is given recognition for having completed that unit (same code and title) at another Registered Training Organisation.

Policy

Collarts recognises the AQF qualifications and/or Statement of Attainments awarded and issued by other Registered Training Organisations. Current and prospective students may access this recognition through the credit transfer process, and are made aware of this through the Student Handbook and induction process.

Recognition is granted on the provision of original or certified copies of qualifications and/or Statements of Attainment, a copy of which is placed on the student file for recognition and audit purposes.

The Collarts Registrar records the credit transfer for the recognised unit/s of competence in the Student Management System.

Procedure

1. Students seeking credit transfer for RPL services provided directly by Collarts are to present the original or certified copies of qualifications and/or Statements of Attainment to the Registrar as part of their Evidence Portfolio.
2. Students of Auspicing Partners seeking recognition of previously achieved units are to:
 - a) Notify their Trainer or VET Coordinator that they have previously achieved one or more units that may contribute to the qualification they are seeking to enrol in.
 - b) Provide their Trainer or VET Coordinator with a certified copy of the qualifications and/or Statements of Attainment listing the units achieved.
 - c) The Trainer or VET Coordinator is to provide the certified copy of the qualifications and/or Statements of Attainment to the Collarts Registrar along with detail of the request for Credit transfer documented in the Student Enrolment section of *Schedule 8 - Contract Variation Notice* within the Memorandum of Understanding.
 - d) The Collarts Registrar will credit students with the approved units in accordance with the Qualification Packaging rules.
3. Students enrolled with Collarts who pathway from one qualification to another (e.g. Certificate II in Music Industry to Certificate III in Music Industry) are not required to provide a certified copy of the qualifications and/or Statements of Attainment, as this information is retained in the college Student Management System. In this instance the Trainer or VET Coordinator is to notify the Collarts Registrar of the request for Credit transfer by providing the completed Student Enrolment section of *Schedule 8 - Contract Variation Notice* within the Auspicing contract.

Policy Annexure E

Complaints & Appeals Policy

Purpose

This policy applies to all students and clients with complaints relating to the conduct of Australian College of the Arts Pty Ltd (Collarts). This policy covers requests for a review of decisions, including assessment decisions, made by Collarts or a third party providing services on behalf of Collarts. This policy is produced in the context of a commitment to quality programs, student welfare and its responsibilities under the Standards.

Scope

This policy and procedure is set out to provide clear and practical guidelines to ensure that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. In particular, this policy focuses on establishing mechanisms to address any complaints or appeals, whether complainants and appellants are prospective, currently enrolled, former students or other parties to Collarts. It also seeks to ensure that complaints can be resolved in accordance with the principles of natural justice, and procedural fairness, in relation to allegations involving the conduct of:

- a) Collarts, its trainers, assessors or other staff
- b) a third party providing services on behalf of Collarts, its trainers, assessors or other staff
- c) a student of Collarts

All college policies referenced in this document can be found in the Student Handbook which can be accessed via the *Student Resources* section of the MyCollarts student portal at <https://collarts.edu.au/vetis> or *VETIS Resources* section of the college website.

Definition of Key Terms

"Appellant" means the person who has made an appeal against a college decision in relation to a grievance

"Complainant" means person who has made a complaint or grievance

"Complaints & Appeals" may include matters of concern to a student relating to: application and/or enrolment process; training delivery and assessment; the quality of the training; course content and/or teaching and learning practices; student support and materials; discipline matters relating to other students; discrimination; and sexual harassment.

"Formal Complaints & Appeals" refers to the formal lodging of a written complaint or appeal

"Informal Complaints & Appeals" refers to a range of processes such as a discussion, request or query lodged with an assessor or staff member

"Natural Justice" is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what they are being accused of
- All parties are told the decision and the reasons for the decision

"Respondent" means person(s) or institution against whom a complaint or appeal has been lodged

"Third Party" refers to an approved party that provides services on behalf of Collarts such as an auspiced school operating under a current Auspicing Contract with Collarts

Principles

The guiding principles of these procedures are that complaints and appeals shall be:

- Treated seriously and with fairness
- Dealt with quickly, simply and at the level of the specific Collarts campus as far as is possible
- Treated consistently across Collarts
- Subject to the principles of natural justice
- Progressed through informal and formal stages
- Allow web video conferencing or other similar means where complainants cannot attend in person
- Dealt with and resolved wherever possible without recourse to the formal stage, and shall be without prejudice to a complainant's right to pursue legal remedies outside Collarts having exhausted the college complaints and appeals procedures

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other education provider policies or under statute or any other law

Before an Issue Becomes a Formal Complaint or Appeal

Prior to lodging a formal complaint or appeal, students are encouraged to discuss their concerns with their VET Course Teacher responsible for their program, in order to clarify further the reasons behind the issue, which is being questioned.

Where complaints or appeals arise in relation to the services provided by a third party, such as a school delivering training and assessment under the auspice of Collarts, in the first instance, the third party's complaints management procedures are to be adhered to.

Where the complaint is not resolved to the complainant's satisfaction then the complaint is to be referred to the Collarts VET Music Program Leader.

Procedure & Stages of the Grievance Process

1. This complaints or appeals procedure is available to all students regardless of the location of the campus at which the complaint or appeal has arisen, the student's place of residence or the mode in which they study. The complaints or appeals procedure is also available to persons seeking to enrol in a course of study.
2. All complaints or appeals will be treated sympathetically and dealt with in a confidential manner without victimisation or intimidation of anyone connected with the complaint or appeal either during, or subsequent to, a complaints or appeals investigation.
3. A written explanation for decisions and actions taken will be provided at all stages of the complaints or appeals process, if so requested.
4. At each stage of the complaints or appeals process the Complainant and/or the Respondent may be accompanied and assisted by a third party if so desired. It is not anticipated that this third party be a legal representative.
5. Any Complainant is encouraged in the first instance to speak immediately with the facilitator/lecturer/teacher or the relevant staff person involved in an attempt to informally resolve the issue.

6. If the matter cannot be resolved informally with the immediate staff member, and the issues relate to the services provided by a third party, such as a school delivering training and assessment under the auspice of Collarts, the third party's complaints management procedures are to be adhered to.
7. If the matter cannot be resolved informally with the immediate staff member, or relevant third party's complaints management processes, the Complainant should lodge a *Formal VET in Schools Complaint Form* with the Collarts VET Music Program Leader. The Program Leader will promptly consult with staff and, if required, arrange a meeting between the Complainant, staff member and the manager in an attempt to reach an acceptable solution and resolve the matter. The Program Leader shall record the discussion and its outcome in departmental files.

A 'Formal VET in Schools Complaint Form' can be downloaded from which can be downloaded via Student Resources section of the MyCollarts student portal at <https://collarts.edu.au/vetis/> or VETIS Resources section of the college website.
8. If the matter still cannot be resolved to their satisfaction, the Complainant may lodge a *VET in Schools Application for Appeal* form with the VET Music Program Leader. The application for appeal shall be forwarded to the Dean of Collarts for action. There is no cost for this internal mechanism.

A 'VET in Schools Application for Appeal' form can be downloaded from which can be downloaded via Student Resources section of the MyCollarts student portal at <https://collarts.edu.au/vetis/> or VETIS Resources section of the college website.
9. The Dean shall consider the application for appeal, consult with VET Music Program Leader and the Appellant, and shall make a determination on the matter. This determination shall be relayed to the Appellant in writing with the reasons for the decision within ten (10) working days. There is no cost for this internal mechanism. The Dean shall record the discussion and its outcome in departmental files.
10. If the matter still cannot be resolved after Steps 5, 6, 7, 8 and 9, Collarts will arrange for independent mediation to resolve the dispute within a further five (5) working days.
12. If the matter remains unresolved, then the mediator shall provide the Appellant with information about appropriate referral to external agencies.
13. Where the Collarts considers more than 60 calendar days are required to process and finalise the complaint or appeal, Collarts will inform the Complainant or Appellant in writing, including reasons why more than 60 calendar days are required; and regularly updates the Complainant or Appellant on the progress of the matter.
14. Nothing in this complaints and appeals policy negates the right of local and overseas students to take action under Australia's consumer protection laws in the case of financial disputes.
15. Nothing in this complaints and appeals policy negates the right of local and overseas students to pursue other legal remedies.
16. Records of all complaints and appeals and their outcomes will be kept securely and will remain strictly confidential for a period of five (5) years. All parties involved in the complaints and appeals process will be permitted supervised access to these records through the Collarts Registrar.
17. Complaints may also be registered directly with ASQA by calling the ASQA Info Line on 1300 701 801, or by using the Online Complaints Form at <https://www.asqa.gov.au/search/complaints>

Approval

This policy was approved by the Teaching & Learning Committee on 14 January 2015

Policy Annexure F

Privacy Policy

Purpose

In the course of its business, the Australian College of the Arts Pty Limited (Collarts) may collect information from students or persons seeking to enrol with Collarts, either electronically or in hard copy format, including information that personally identifies individual users. Collarts may also record various communications between individuals and the college. In collecting personal information, Collarts is committed to the protection of privacy, compliant with the Privacy Act 1988 and Commonwealth Privacy Amendment (Private Sector) Act 2000.

Scope

This policy outlines the Collarts approach to protecting the privacy of its employees, students and community, and its approach to the collection, holding, use, correction, disclosure or transfer of personal information.

Related Policies

This policy should be read in conjunction with the following college policies:

- RTO Complaints & Appeals Policy

All college policies referenced in this document can be found in the Student Handbook which can be accessed via the VETIS Portal at <https://collarts.edu.au/vetis> or the VETIS section of the college website.

Policy

Collection, Use & Disclosure of Personal Information

Collarts collects personal information, including sensitive information, about students and parents or guardians before and during the course of the student's enrolment. The information collected is restricted to that which is needed to satisfy Collarts' legal obligations and to enable the college to discharge its duty of care.

Certain laws governing or relating to the operation of education providers require that certain information be collected. These include public health and child protection laws. Health information about students is sensitive information within the terms of the National Privacy Principles under the Privacy Act.

In collecting, using and disclosing personal information, Collarts will:

1. Only collect personal information for lawful purposes.
2. Only collect personal information from the individual to whom it relates.
3. Only collect such information as is reasonably necessary.
4. Notify the individual concerned when it collects personal information either at the time of collection or as soon as practicable thereafter.
5. State what the personal information will be used for.
6. State who receives the personal information.

8. State if the collection is voluntary, and the consequences for individuals if it is not, or only in part, provided.
9. Provide contact details regarding who to contact for access to and correction of the personal information.
10. Take reasonable steps to ensure that personal information holdings are relevant, not excessive, accurate, up to date, complete and that the collection does not unreasonably intrude on the personal affairs of individuals.
11. Retain personal information for no longer than is necessary and then dispose of it lawfully and securely.
12. Protect personal information from loss, unauthorised access, use, modification or other misuse.
13. Ensure that all reasonable steps are taken to ensure that personal information is not used or disclosed without authorisation by external services providers.
14. Not disclose personal information outside Collarts except where:
 - a) the subject of the information has consented to the disclosure
 - b) Collarts is required by legislation, court order or other legally enforceable instrument and the request is in an appropriate written form
 - c) disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to the life or health of any person.

Collarts will not disclose student information to third parties without written consent.

Where a student is under 18 years of age, Collarts may provide information to the parents or guardians as listed on the student's enrolment form.

Security of personal information

Collarts will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Right to Access & Correct Records

Personal information collected from students is treated with complete confidentiality. Students may seek access to personal information collected about them by contacting the Registrar by email to registrar@collarts.edu.au. Access may be denied if there will occur an unreasonable impact on the privacy of others or where access may result in a breach of Collarts' duty of care to the student.

Privacy Complaints & Advice

For any concerns about privacy, confidentiality or you wish to access your personal information, please write to the Registrar at registrar@collarts.edu.au. Any privacy complaints should be lodged in accordance with the college **RTO Complaints & Appeals Policy** which can be accessed via the VETIS Portal at <https://collarts.edu.au/vetis> or the VETIS section of the college website.

Publication

This policy will be made available to students and persons seeking to enrol with Collarts by publication on the college website. In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Collarts will advise students on enrolment about these procedures and where they are located.

Policy Annexure G

Child Safety Policy

Purpose

The purpose of this policy is to demonstrate the commitment of the Australian College of the Arts Pty Limited (Collarts) either directly, under the trading name Mercer School of Interior Design or through Auspicing Partners and the VET in Schools Program (VETiS), to the care, safety and wellbeing of all children. It provides an outline of the procedures and strategies developed to keep children safe from harm, including all forms of abuse in our organisation, whether that be on campus, online or in other locations used by Collarts.

Scope

This policy applies to all persons enrolled, or seeking enrolment with Collarts, and those employed or contracted to Collarts.

Related Policies

This policy should be read in conjunction with the following college policies:

- Collarts Recruitment Policy (Staff)
- Collarts Performance and Managing Conduct Policy (Staff)
- Misconduct Policy

Policy**Our commitment to child safety**

Collarts is committed to the safety, participation and empowerment of all children. We support and respect children, and support and respect our staff and volunteers.

We have zero tolerance for child abuse, and all allegations of abuse or concerns for the safety of children will be regarded as serious and dealt with in a consistent manner that is in keeping with our policies and procedures.

In the event that we become concerned about a child's safety, we have legal and moral obligations to contact authorities and we will abide by those obligations rigorously.

Our staff are instructed to contact the Police on 000 if they believe a child is at immediate risk of abuse.

Our organisation is committed to preventing child abuse, including physical violence, sexual offences, emotional or psychological abuse, neglect and/or cultural abuse. We will strive to identify risks early, and to remove and/or reduce those risks.

Collarts is also committed to complying with the Victorian Child Safe standards. An overview of the standards is available from the [Department of Human Services](#).

We are committed to the cultural safety of Indigenous children and children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with disabilities.

We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

Any inappropriate behaviour will be reported through appropriate channels, including the Department of Health and Human Services and Victoria Police, depending on the severity and urgency of the matter.

Recruitment

We take all reasonable steps to employ skilled people to work with children.

All people engaged in child-related work, including volunteers, are required to hold a Working with Children Check and to provide evidence of this Check. Please see the [Working with Children Check](http://www.workingwithchildren.vic.gov.au) website <www.workingwithchildren.vic.gov.au> for further information

We carry out reference checks and police record checks to ensure that we are recruiting the right people. Police record checks are used only for the purposes of recruitment and are discarded after the recruitment process is complete. We do retain our own records (but not the actual criminal record) if an applicant's criminal history affected our decision making process.

If during the recruitment process a person's records indicate a criminal history then the person will be given the opportunity to provide further information and context.

Fair Procedures for Personnel

The safety and wellbeing of children is one of our primary concerns. We are also fair and just to personnel. The decisions we make when recruiting, assessing incidents, and undertaking disciplinary action will always be thorough, transparent, and based on evidence.

We record all allegations of abuse and safety concerns using our incident reporting form, including investigation updates. All records are securely stored. If an allegation of abuse or a safety concern is raised, we provide updates to children and families on progress and any actions we as an organisation take.

Privacy

All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, parents or children, unless there is a risk to someone's safety. We have safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

Legislative Responsibilities

Our organisation takes our legal responsibilities seriously, including:

- **Failure to disclose:** Reporting child sexual abuse is a **community**-wide responsibility. All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police.¹
- **Failure to protect:** People of authority in our organisation will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so.²
- Any personnel who are **mandatory reporters** must comply with their duties.³

¹ A person will not commit this offence if they have a reasonable excuse for not disclosing the information, including a fear for their safety or where the information has already been disclosed. Further information about the failure to disclose offence is available on the [Department of Justice and Regulation website](http://www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+disclose+offence) <www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+disclose+offence>.

² Further information about the failure to protect offence is available on the [Department of Justice and Regulation website](http://www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+protect+offence) <www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+protect+offence>.

³ Mandatory reporters (doctors, nurses, midwives, teachers (including early childhood teachers), principals and police) must report to child protection if they believe on reasonable grounds that a child is in need of protection from physical injury or sexual abuse. See the Department of Health and Human Services website for information about [how to make a report to child protection](http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/guide-to-making-a-report-to-child-protection-or-child-first) <www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/guide-to-making-a-report-to-child-protection-or-child-first>.

Risk Management

In Victoria, organisations are required to protect children when a risk is identified (see information about failure to protect above). In addition to general occupational health and safety risks, we proactively manage risks of abuse to our children.

We have risk management strategies in place to identify, assess, and take steps to minimise child abuse risks, which include risks posed by physical environments (for example, any doors that can lock), and online environments (for example, no staff or volunteers are to have contact with a child in organisations on social media).

Regular Review

This policy will be reviewed every two years and following significant incidents if they occur. We will ensure that families and children have the opportunity to contribute. Where possible we do our best to work with local Aboriginal communities, culturally and/or linguistically diverse communities and people with a disability.

Allegations and Concerns

Our organisation takes all allegations seriously and has practices in place to investigate thoroughly and quickly. Our staff and volunteers are trained to deal appropriately with allegations.

We work to ensure all children, families, staff and volunteers know what to do and who to tell if they observe abuse or are a victim, and if they notice inappropriate behaviour.

We all have a responsibility to report an allegation of abuse if we have a reasonable belief that an incident took place (see information about failure to disclose above).

If an adult has a **reasonable belief** that an incident has occurred, then they must report the incident.

Factors contributing to reasonable belief may be:

- a child states they or someone they know has been abused (noting that sometimes the child may in fact be referring to themselves)
- behaviour consistent with that of an abuse victim is observed⁴
- someone else has raised a suspicion of abuse but is unwilling to report it
- observing suspicious behaviour.

Complaints & Advice

Complaints relating to access and equity are to be lodged in accordance with Collarts ***Complaints & Appeals Policy***.

⁴ For example behaviour, please see [An Overview of the Victorian child safe standards](http://www.dhs.vic.gov.au/__data/assets/word_doc/0005/955598/Child-safe-standards_overview.doc): <www.dhs.vic.gov.au/__data/assets/word_doc/0005/955598/Child-safe-standards_overview.doc>