

COLLARTS

**RTO
AUSPICING
HANDBOOK
2022**

This handbook contains important information for schools and organisations offering or intending to offer VET qualifications in partnership, under the auspices of Collarts. This handbook relates specifically to Collarts VET programs offered through the RTO and does not reflect information about our higher education programs.

TABLE OF CONTENTS

ABOUT COLLARTS	1
PREPARING TO DELIVER UNDER AUSPICE	4
ENROLLING STUDENTS WITH COLLARTS	8
PROGRAM DELIVERY & TRAINING AND ASSESSMENT	10
PRINCIPLES OF ASSESSMENT	27
Appendix A: Schedule 4 - Standards for RTO'S 2015	36
PRINCIPLES OF ASSESSMENT	62
Schedule 3 - Assessment Matrix	63
AQF QUALIFICATION RECOGNITION POLICY	69
Appendix A: Schedule 4 - Standards for RTO'S 2015	76
Appendix B: Schedule 5 - Standards for RTO'S 2015	79
SCOPE	87
RELATED POLICIES	87
POLICY	87
COMPLAINTS	90

POLICY ANNEXURES

A. Transition Policy	17
B. Training & Assessment Policy	21
C. Professional Development Policy	29
D. Advertising & Marketing Material Policy	32
E. Compliance with Legislation & Regulatory Requirements Policy	39
F. RTO Fee Refund Policy	43
G. Access & Equity Policy	47
H. Complaints & Appeals Policy	51
I. Skills Recognition Policy	56
J. Validation Policy	64
K. AQF Qualification Recognition Policy	69
L. AQF Issuance & Maintenance Policy	72
M. Privacy Policy	82
N. Child-Safe Policy	86

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 creative arts industries. Collarts has been servicing the training needs of the Australian creative art industry, since its establishment in 1989 when it was known as Ausmusic.

Collarts provides an educational pathway to students from Year 9 though to tertiary study, offering qualifications from Certificate II through to Bachelor Degree.

CAMPUS CONTACTS & ADDRESS

ADDRESS	208 Wellington Street, Collingwood Vic 3066
TELEPHONE	1300 818 777
EMAIL	info@collarts.edu.au
WEBSITE	collarts.edu.au

Australian College of the Arts Pty Limited (RTO 0109)

COLLARTS PATHWAYS: VET DELIVERED TO SECONDARY STUDENTS

Collarts offers high quality, industry relevant, Creative Arts Industry qualifications. These qualifications are delivered primarily through partnership with schools across Australia. Organisations partnering with Collarts enter into an Auspicing contract which outlines and clarifies the roles and responsibilities of all parties involved in the program delivery.

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

This Auspicing Handbook details the key policies and procedures relevant to partners wishing to offer VET qualifications under the auspices 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 providers of quality-assured and nationally recognised training that is registered and regulated by the Australian Skills Quality Authority (or in some cases, a state regulator).

Being registered by the Australian Skills Quality Authority (ASQA) means an RTO must act in the best interests of students and meet the Registered Training Organisations (RTO's) Standards 2015

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

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 Auspicing Partners must comply with Training Package requirements and may include observation, oral and written questioning, project work and both individual and group work tasks.

In Competency Based Assessment, students may be deemed as 'Competent' or 'Not Yet Competent'. A student can only be deemed 'Not Yet Competent' if they have attempted all assessment tasks otherwise they should be withdrawn from the unit. In the event that a student is deemed 'Not Yet Competent', additional support is to be provided to help them to complete the particular unit and prepare for an additional assessment event. The requirements of each unit or competence are detailed in the Assessment Booklets and are provided along with supporting resources in Collarts online learning platform at collarts.instructure.com/login/canvas

Only qualified trainers and assessors with current and relevant vocational experience may deliver and assess nationally recognised training.

CUA CREATIVE ARTS & CULTURE TRAINING PACKAGE AND QUALIFICATIONS

Collarts has an extensive range of training and assessment strategies and materials, which have been developed in consultation with industry professionals to assist Auspicing Partners, provide nationally recognised qualification/s from the Music Training Package. Collarts currently offer the following qualifications:

- [CUA20620 Certificate II in Music](#)
- [CUA30920 Certificate III in Music](#)
- [CUA40920 Certificate IV in Music](#)
- [CUA31020 Certificate III in Screen and Media](#)
- [TEACH out Qualifications](#)
- [CUA20615 Certificate II in Music Industry](#)
- [CUA30915 Certificate III in Music Industry](#)
- [CUA40915 Certificate IV in Music Industry](#)
- [CUA31015 Certificate III in Screen and Media](#)

Each qualification is made up of a number of core and elective units of competence. Different 'streams' or official specialisations are achieved by delivering specific predetermined sets of units. Students 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 Training Package, see the training.gov.au website at: training.gov.au/Training/Details/CUA

TRANSITION OF TRAINING PACKAGES

From time to time, the Training Package is reviewed and is superseded by a new Training Package, with new qualifications and units of competence. When this occurs a transition period commences where the superseded training package is 'taught-out' and training and enrolments into the new Qualification will commence. For more information about the transition of training packages, please refer to the college [Transition Policy at Policy Annexure A](#) of this Handbook.

DUAL RECOGNITION

The VET units of competence and qualifications may also contribute towards a student's Senior School Certificate of Education, such as the VCE, SACE or WACE. This is called Dual Recognition. Depending on the level of the qualification and the specific subjects a student is undertaking, credit may also be available towards a student's ATAR. There may be specific additional requirements for the Secondary Certificate, set by the relevant state curriculum body such as the VCAA, SCSA, SACS that must be met in addition to the VET qualification. Students must be made aware of these during the program induction.

PREPARING TO DELIVER UNDER AUSPICE

OFFERING A QUALIFICATION UNDER COLLARTS' AUSPICES

Organisations may partner with Collarts (Auspicing Partner) to deliver some or all of a VET qualification and/or units of competency to their students using their own staff and facilities. This arrangement may also occur where the organisation is an RTO but do not have the VET qualification and/or units of competency listed on their scope of registration.

Collarts has a responsibility to ensure that any VET product offered under its auspices is quality assured and meets the requirements the Standards for Registered Training Organisations (RTO's) 2015 at all times.

This is achieved firstly; through induction where Collarts works with prospective partners to establish their capacity to deliver the VET program and meet these requirements and then, subject to approval, through ongoing monitoring of these programs.

PARTNER INDUCTION & REQUIREMENTS FOR DELIVERY

Prior to approving an organisation to deliver VET qualifications under Collarts auspices, there are a number of requirements that must be met. The following provides an overview of the induction and approval process:

A. PROSPECTIVE PARTNER TAKES PART IN AN INDUCTION MEETING / VET MUSIC INFORMATION SESSION TO:

- clarify the requirements and processes associated with delivering under Collarts auspices
- induct trainers into Collarts' RTO procedures, processes and the VQF requirements
- induct trainers into CUA Training Package and VET in Schools delivery requirements

This may be conducted by phone, Zoom or in person.

B. A SITE VISIT MAY BE CONDUCTED TO:

- enable the RTO to meet with leading staff and trainers to assess the suitability and readiness of the partner to offer the program and meet VQF requirements
- confirm that a partner has the required training facilities and support services available to deliver the qualification/s

- allow RTO Staff to consult with the organisation to establish a program that is suitable for the specific needs of the student cohort, trainer skills, available facilities, and local industry and community outcomes.

C. COMPLETE TRAINER APPROVAL TO DELIVER PROCESS

- Establish that trainers meet the requirements set out in the college Training & Assessment Policy
- Trainer/s complete an on-line Approval to Deliver documentation and provide supporting evidence of vocational competence in the units they wish to deliver.
- Collarts VET Manager provides approval or recommendations if approval is not granted in the first instance.

D. PROVISION OF TRAINING MATERIALS

- Trainers provided access to the training and assessment strategies and material to prepare for program delivery.

TRAINER & ASSESSOR COMPETENCE

In order to deliver nationally recognised training, trainers and assessors must meet rigorous criteria to establish their competence, as follows.

All Collarts Trainers and Assessors hold the TAE40116 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.

For more information about the Trainer & Assessor competency requirements and procedures, please refer to the [Training and Assessment Policy at Policy Annexure B](#) of this Handbook.

PROFESSIONAL DEVELOPMENT REQUIREMENTS

Trainers and Assessors must undertake and document professional development activities each year to maintain their VET and vocational currency. Collarts provides a variety of professional development opportunities for trainers to assist with this such as; student workshop and master classes, music industry and technology focused professional development, and validation activities.

For more information about the Professional Development requirements and procedures for trainers, please refer to the college [Professional Development Policy at Policy Annexure C](#) of this Handbook.

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 support Collarts VET Programs. Students and trainers are provided with a login to the VET Delivered to Secondary Students (VETDSS) Portal to access these materials at any time. The VETDSS Portal can be accessed via the following link:

VETDSS Portal (link): collarts.instructure.com/login/canvas

The physical training facilities required to provide these VET Qualifications will vary somewhat depending on the qualification being offered. Auspicing Partners must demonstrate that they have the capacity to provide student training facilities consistent with Collarts Training and Assessment Strategies that meet the requirements of the units of competence being delivered.

Should the training facilities not meet all of these requirements Collarts may make recommendations that must be followed for delivery to be approved. Alternatively, Collarts may allow delivery with some restrictions to the proposed program, such as maximum class sizes or streams that may be offered.

ADVERTISING & MARKETING MATERIAL

Auspicing Partners may develop material to promote their programs to the public. For internal students, for example, students moving from Year 10 to 11 in a secondary school, this material will not be necessary, however if a course, or part of a course, is going to be marketed to the wider community, then Collarts must approve any advertising material that a site wishes to use.

All marketing and information provided to current and prospective students, must be both accurate and factual, and adhere to the college [Advertising & Marketing Policy at Policy Annexure D](#) of this Handbook.

QUALITY ASSURANCE

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

An Auspicing Partner, acting as an approved third party of Collarts as the RTO, is required to follow these quality assurance processes and procedures at all times. This includes maintaining compliance with legislation and cooperating with the provision of information and in the conduct of audits or monitoring by ASQA.

For more information about these compliance obligations, please refer to the college [Compliance with Legislation and Regulatory Requirements Policy at Policy Annexure E](#) of this Handbook.

SUPPORT SERVICES

Through the client selection process, partnering organisations will have established whether a student may require additional support during the program. Students must be made aware of what support services are available to them.

For assistance with improvement of reading and/or writing, students may be assisted in sourcing an appropriate external support organisation such as the Reading, Writing Hotline on 1300 655 506. Collarts and its partners must endeavor to provide support and guidance to all enrolled students 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

AUSPICE CONTRACT

Once all induction processes and approvals have been given, the partnership may be formalised through the joint signing of an Auspice Contract.

All Auspicing Partners entering into arrangements with RTOs must have a valid, signed contract with the RTO for the delivery of VETDSS programs. The contract details the objectives, requirements and management arrangements of the partnership. It also explains communication, information sharing and consultation processes.

ENROLLING STUDENTS WITH COLLARTS

CLIENT SELECTION, INDUCTION & ORIENTATION

Prior to entry into the Collarts VET program, the Trainer, VET Coordinator, Course Coordinator or Careers Counsellor, must assess student suitability for the program. Entry into Collarts VET programs is at the discretion of Collarts and organisations delivering under our auspices. Students must be assessed through a meeting, interview, or audition with any of these representatives, where they are able to determine any support required by individual learners 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

Student Induction and orientation may occur prior to the commencement of the course or on the first day. Auspicing Partners (your school or organisation) must provide a Student Orientation (Induction) Program to ensure students have all information relating to the Collarts VET qualification and your course, along with:

- understanding the information contained in the Student Handbook, including their rights as a student
- understanding what support services are available to them
- ensuring they are familiar with the facilities, classes and resources
- ensuring they are familiar with the Trainer/ Assessor and additional support staff
- understanding their course timetable, class requirements and attendance
- understanding their overall course assessment requirements
- providing them with essential evacuation and emergency plan procedures

- practical placements (if applicable) and associated assessment requirements
- knowing where to access more information, as required

Auspicing Partners must complete the **Student Induction Checklist** provided in the VET Student Enrolment Guide which can be downloaded from VETDSS Portal (collarts.instructure.com/login/canvas).

ENROLMENT

Auspicing Partners are responsible for establishing an internal process to ensure students have a USI, and are able to complete the student enrolment process as per the Collarts VET Student Enrolment Guide. The Trainer or VET Coordinator is to take students through this process as part of the Induction. 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): enrol.vetenrol.com.au/?clientid=VT-COLLARTS&altCSS=1

The Online Registration Form contains all necessary information required under the current AVETMISS standards and can also allow for the collection of data required by the State Government Registered Body. After the Online Course Registration is processed, students will be issued with a course enrolment acceptance form that students may use to accept their position into the course.

PAYMENT OF FEES

Auspicing Partners pay Collarts a fee (invoiced at Census Date) for each enrolled student.

The fees are subject to review annually by Collarts and are detailed in the Auspice contract.

Auspicing Partners set their own student fee structure that may vary depending on the specific resource requirements of the course. Specific information about your organisations' fees, withdrawal and refund processes must be provided to students at, or prior to the Student Induction.

WITHDRAWAL & REFUND OF FEES

Student withdrawal must be communicated in writing to the course coordinator. The Course Coordinator will then communicate this to Collarts via email or through a

Schedule 8 Contract Variation Notice available online under the VETDSS Trainer Hub and in the Auspice contract.

Where students are receiving VET services such as Recognition of Prior Learning (RPL) directly through Collarts, they must complete and submit a Withdrawal Form to the Collarts Registrar.

Specific information about your organisations' fees, withdrawal and refund processes must be provided to students at, or prior to, the Student Induction.

For more information about the Collarts approach to fee refunds, please refer to the college [RTO Fee Refund Policy at Policy Annexure F](#) of this Handbook.

PROGRAM DELIVERY & TRAINING & ASSESSMENT

TRAINING & ASSESSMENT OF COLLARTS QUALIFICATIONS

Delivery of Collarts VET qualification must be done in accordance with the Training and Assessment Strategies and materials that have been developed for each qualification and unit. Each unit has online training materials, an Assessment Booklet and a Mapping document. A guide to marking each assessment type is available.

A Training and Assessment Strategy (TAS) is available for each course.

For more information about the requirements and procedures for training and assessment, please refer to the college [Training and Assessment Policy at Policy Annexure B](#) of this Handbook.

REASONABLE ADJUSTMENT (ASSESSMENT MODIFICATION)

Collarts strives to provide full and equal participation for all students and staff and to foster a learning and working environment which values diversity, encourages acceptance, is free of discrimination and free of harassment. Where appropriate, reasonable adjustments may be applied to the assessment processes to take into account the individual learner's needs.

For more information about reasonable adjustment, please refer to the college [Access & Equity Policy at Policy Annexure G](#) of this Handbook.

RECOGNITION OF PRIOR LEARNING (RPL)

Students may apply for Recognition of Prior Learning for existing competencies, which they have gained through previous studies and/or through life and work experience. Competency is demonstrated through a portfolio of evidence mapped against the qualification. It is not anticipated that this will be applicable for many students at the secondary school level.

The RPL Application Kit and Form can be accessed via VETDSS section of the college website at collarts.edu.au/vetdss or the VETDSS Portal (collarts.instructure.com/login/canvas). For more information about the requirements and procedures for RPL, please refer to the college [Skills Recognition Policy at Policy Annexure J](#) of this Handbook.

REASSESSMENT AND APPEALS

Where a student disagrees with an assessment decision made by teaching staff they may pursue appeal proceedings in accordance with the college **RTO Complaints & Appeals Policy** (see [Policy Annexure H](#) to this Handbook).

Where such an appeal is upheld; for example, where it has been determined that the assessment process itself has led to inaccuracies in assessments or has been unfair or unjust, the result may be reassessed.

ASSESSMENT VALIDATION

All trainers delivering VET Training under Collarts' auspices must participate in assessment validation meetings from time to time. Meetings will typically be held during Terms 2, 3 and 4. All units must be validated within a 5-year cycle with at least 50% validated within the first 3 years.

Validation of assessment practices and judgements occurs with one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have the following:

- Relevant vocational competencies and current industry skills
- Current knowledge and skills in vocational teaching and learning
- Training and assessment qualification or assessor skill set detailed in the **Training & Assessment Policy**

Samples of judged assessment evidence are provided for review and documented using the Validation Forms.

Where possible, validation is conducted with groups of trainers delivering the same qualification allowing for the moderation of student results.

Where validation cannot be conducted with a group of trainers, it is conducted with a suitably qualified RTO representative. This process contributes to assessor's Annual Professional Development Program, assisting in maintaining their VET and vocational currency.

For more information about assessment validation requirements and processes, please refer to the college [Validation Policy at Policy Annexure J](#) of this Handbook.

ASSESSMENT RECORDS & EVIDENCE

All records of assessment are to be documented in the Gradebook section of the Unit Assessment on VETDSS Portal (collarts.instructure.com/login/canvas). These are to be retained along with all evidence supporting the assessment judgment, at the site of delivery, for a period of no less than six months after the completion of the qualification, in accordance with ASQA's General Direction - Retention Requirements for Completed Student Assessment Items.

All records must be made available for validation and upon request from Collarts or by ASQA. Collarts may retain samples of assessed student work used in validation activities.

Collarts securely retains all AQF Certification records for thirty years.

RECORDING & PROVIDING RESULTS TO COLLARTS

Once a student has demonstrated and been assessed as competent by the trainer, the Auspicing Partner enters student results into the Collarts LMS (Learning Management System) <https://collarts.instructure.com/> against each assessments per unit. Results will automatically feed into Collarts SMS (student management system) can be entered as soon as they are available but there are also deadlines published under "Key Dates and Reporting Requirements" in the Auspice contract.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

Collarts recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). Students 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 K](#) of this Handbook.

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 their course, students will be issued with a certificate and a transcript listing the units deemed competent.

A Statement of Attainment is issued to students who have demonstrated competency and satisfied the requirements of the unit or unit cluster short of qualification requirements. AQF certification documentation is issued within thirty (30) calendar days of the RTO receiving the final student results from the qualified Trainer & Assessor, where the training program is complete, and providing all fees owed to the RTO have been paid.

For more information about the issuing of qualification and statements of attainment, please refer to the college [AQF Issuance & Maintenance Policy at Policy Annexure L](#) of this Handbook.

REPRINTS OF QUALIFICATIONS

Any time after completing the course, students may request a re-print of their qualification or Statement of Attainment by completing the 'Certificate or Statement of Attainment Reissue Form', which can be accessed via the VETDSS 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.

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. Students may be assured that completed Evaluation Forms or Surveys remain confidential and are only used for the purpose of improving the quality of our service.

Trainers must ensure the use of the online survey with their student cohort. Auspicing Partners will be issued with a web link for the survey nearing the end of the academic year or training program. Survey findings will be provided to trainers as the Annual VET Music Professional Development Workshop in December.

Collarts is committed to a process of continuous improvement based on feedback from students, Trainers and other stakeholders. Trainer's feedback is sought through the validation process.

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 enroll 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 H](#) 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 the Auspicing Partners Health and Safety officer.

PRIVACY OF STUDENT INFORMATION

Personal information collected from students is treated as confidential. Students may access personal information collected about them by contacting the Collarts VET Manager at vet.support@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.

For more information about privacy, please refer to the college [Privacy Policy at Policy Annexure M](#) of this Handbook.

CODE OF CONDUCT

All students 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
- Willful or malicious damage to Collarts property or equipment
- Willfully 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.

RIGHTS & RESPONSIBILITIES

Every student has the right to be treated fairly and equitably, and students also have the 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 form the basis of 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 sensitive of and towards their training environment, their student cohort, and their trainers and of and towards the people working within Collarts and with whom they may have contact.

STUDENT ACCESS TO 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.

Students may apply for access to their records by contacting their Trainer or VET Coordinator in writing, advising of what records they require and the reason they require them and, if necessary, they may take copies. Personal records may also be sought through the Collarts VET Manager via Toll Free Telephone (1300 818 777) or email (vet.support@collarts.edu.au). Proof of Identification will be required at the time of application.

POLICY ANNEXURE A

TRANSITION POLICY

PURPOSE

This policy sets out the of Australian College of the Arts Pty Ltd (Collarts) transition arrangements and management of superseded Training Packages and Units of Competence.

SCOPE

This policy applies to all training programs provided by Collarts including those delivered in partnership under Collarts auspices.

RELATED POLICIES

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

→ Advertising & Marketing Policy

All college policies referenced in this document can be found in the Auspicing Handbook which can be accessed via the VETDSS Portal at collarts.edu.au/vetdss or the VETDSS section of the college website.

POLICY

Collarts will endeavor to transition seamlessly to the new qualification once the Training Package Qualification or Unit of Competency on its scope expires. As part of its registration as an RTO under VQF and Standards for RTO's 2015, Collarts agrees to abide by any processes stipulated by ASQA in relation to the transition of superseded VET products.

It is the responsibility of the VET Manager to ensure any transition takes place with minimal disruption to students and the organisation.

Under this policy, all students will be given every opportunity to receive the current national qualification for the course they are enrolled in.

As part of the transition process Collarts will transition from the old course to the new course within the timeframe stipulated by ASQA or within twelve months from the date the revised course is released on the training.gov.au website.

Collarts will only deliver current Training Package Qualifications and accredited courses that have been added to Collarts Scope of Registration.

PROCEDURE

The Collarts VET in Schools email address is registered for updates from the Industry Skills Council (IBSA) to ensure the RTO is informed of any changes.

Where possible the VET Manager will be involved in the Industry Skills Council Work Group, responsible for reviewing the Training Package, to assist with the transition preparation.

As soon as practicable, the VET Manager will notify and involve staff and trainers in the review of the new or revised course. Students potentially affected by the change will be informed of what, if any, changes may need to be implemented.

The VET Manager will undertake an analysis of any transition advice published as well as review any available course guide in the Training Package. This will be an initial review to see if the structure of the course has changed and if Collarts needs to develop or source any new resources.

Following the initial review, a nominated group of staff and industry representatives will assess each unit/course currently being delivered by Collarts to determine any changes that need to be made to training and assessment strategies and materials.

Once the review is complete, the VET Manager will develop an action plan to ensure the identified changes are undertaken and implemented:

- All Qualifications, Statements of Attainment templates and marketing materials will be updated to reflect the changes.
- Training and Assessment Strategies will be updated to the new qualifications prior to commencing delivery.
- Enrolment and Student Management System (SMS) processes will be modified to reflect the changes to the new qualifications

TRANSITION & TEACH-OUT PROCESSES

The following factors have been considered in the development of the transition and teach-out processes:

- Programs are conducted primarily within the secondary school academic year and have a duration of one or two years.
- Qualifications are recognised within the Senior Secondary Certificates in each State and may be part of an approved training program, such as VCAA's VCE VET Music Program.
- Training and Assessment Strategies and materials will require review and preparation before new qualifications can be delivered.

Students enrolled in programs to be completed in one year or less will be enrolled in the qualification current at the time of their enrolment, where the Training and Assessment Strategies and materials have been approved for use.

Students enrolled in programs to be completed over a two-year period will be managed as follows:

- Where the new training package qualification is published on the national register between 1 January and 30 June, students will be issued statements at the completion of the academic year and be enrolled into the current qualification at the commencement of the preceding year.
- Where the new training package qualification is published on the National Register between 1 July and 31 December, students will commence a teach-out period in the second year of their academic program and issued with the superseded qualification.

COMPLAINTS & ADVICE

Complaints relating to this policy are to be lodged in accordance with Collarts RTO Complaints & Appeals Policy. Queries about the transition of superseded training products are to be directed to the VET Manager, contactable on 1300 818 777, or via email, educationpartners@collarts.edu.au.

POLICY ANNEXURE B

TRAINING & ASSESSMENT POLICY

PURPOSE

This policy outlines the Australian College of the Arts Pty Limited (Collarts) approach to training and assessment (including recognition of prior learning) and ensures that assessment is compliant with the Standards for RTO's 2015, is in accordance with the principles and parameters of the Australian Qualifications Framework (AQF) and promotes continuous improvement in education, training and assessment practice.

SCOPE

This policy applies to the training and assessment of qualifications and units of competence listed on the Collarts scope of registration, conducted directly by Collarts or by trainers working under its Auspicing Partners.

RELATED POLICIES

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

- Validation Policy
- RTO Complaints & Appeals Policy
- Access & Equity Policy
- Professional Development Policy

All college policies referenced in this document can be found in the Auspicing Handbook which can be accessed via the VETDSS Portal at collarts.edu.au/VETDSS or the VETDSS section of the college website.

POLICY

It is the policy of Collarts that training and assessment:

1. Complies with the assessment requirements of the relevant training package or VET accredited course.
2. Is conducted in accordance with the Principles of Assessment and the Rules of Evidence as listed at Schedules 1 and 2 to this policy.
3. Is delivered only by persons who have:
 - a. The TAE40116 Certificate IV in Training and Assessment or its successor, a diploma or higher level qualification in adult education
 - b. Vocational competencies at least to the level being delivered and assessed;
 - c. Current industry skills directly relevant to the training and assessment being provided; and

- d. Current knowledge and skills in vocational training and learning that informs their training and assessment.

All trainers must hold the TAE40116 Certificate IV in Training and Assessment or a diploma or higher-level qualification in adult education.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

It is the policy of Collarts that training and assessment strategies, and practices:

1. Are relevant to the needs of industry, informed by industry engagement and implemented by trainers and assessors with current industry skills
2. Are consistent with the requirements of training packages and vet accredited courses
3. Enable each student to meet the requirements for each unit of competency in which they are enrolled
4. Take into consideration the amount of training they provide to a student with regard to the existing skills, knowledge and the experience of the student; the mode of delivery; and where a full qualification is not being delivered, the number of units being delivered as a proportion of the full qualification.

COLLARTS PROGRAMS

Collarts programs are to be delivered with the Training and Assessment tools developed by Collarts in accordance with Training and Assessment Strategies developed by Collarts.

Trainers may develop other assessment tools suitable for their cohort which must be validated by Collarts.

TRAINING & ASSESSMENT RESOURCES, FACILITIES, EQUIPMENT AND SUPPORT

Training and Assessment resources, facilities, equipment and support (whether human, physical or virtual), provided to students is sufficient to:

1. Deliver the training and assessment;
2. Meet the needs of the learner cohort/s and individual learners undertaking the training and assessment;

3. Enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and

4. Accommodate and support the number of learners undertaking the training and assessment.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL will be offered to individual students in accordance with the college **Skills Recognition Policy**.

STUDENT SUPPORT & SUITABILITY

Collarts and its Auspicing Partners determine the support needs of individual students to meet the requirements of the training product as specified in training package in accordance with the Client Selection, Induction & Orientation process outlined in the VET Student Handbook.

APPEALS

Where a student disagrees with an assessment decision made at the teaching team level they may pursue the complaints and appeal proceedings in accordance with the college **RTO Complaints and Appeals Policy**.

REASSESSMENT

Reassessment is available to students on appeal. For example, where they have successfully appealed a result, or where after an appeal it has been determined that the assessment process itself has led to inaccuracies in assessments or has been unfair or unjust.

REASONABLE ADJUSTMENT

Assessment practices will be inclusive and support equity principles. Reasonable adjustments may be made to assessment processes, to minimise disadvantage to individuals or groups, however, these adjustments will not compromise the integrity of the competency standard. These must be conducted in accordance with the college **Access & Equity Policy**.

ASSESSMENT RECORDS & EVIDENCE

All records of assessment are to be documented in the Assessment Record section of the Unit Assessment Handbook. These are to be retained along with all evidence supporting the assessment judgment, at the site of delivery, for a period of no less than six months after the completion of the qualification.

All records must be made available for validation and upon request of Collarts or by ASQA.

Samples of assessed student work used in validation activities may be retained by Collarts.

RECORDING RESULTS

Once assessment has been completed, the Auspicing Partner enters via the Trainer Portal available on the Trainer Resources tab of Collarts VETDSS website: collarts.vtportal.com.au/

PROFESSIONAL DEVELOPMENT

All trainers and assessors must undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment in accordance with college **Professional Development Policy**.

INDIVIDUALS WORKING UNDER THE SUPERVISION OF A TRAINER

Individuals working under the supervision of a trainer must:

- a) Not determine assessment outcomes.
- b) Hold TAESS00007 Enterprise Trainer – Presenting Skill Set; or TAESS00008 Enterprise Trainer – Mentoring Skill Set; or TAESS00003 - Enterprise Trainer and Assessor Skill Set
- c) Have Vocational competencies at least to the level being delivered and assessed;
- d) Have current industry skills directly relevant to the training and assessment being provided and

Where this arrangement occurs Collarts will:

- a) Ensure that the training and assessment complies with Standard 1
- b) Determine and put in place:
 - i) the level of the supervision required; and
 - ii) any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence;and
- c) Ensure that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.
- d) Monitor this arrangement and document it, though the use of the college **Direct Supervision Log Form**

COMPLAINTS & ADVICE

Complaints relating to training and assessment are to be lodged in accordance with **Collarts RTO Complaints & Appeals Policy**. Queries about training & assessment are to be directed to the VET Manager, contactable on 1300 818 777, or via email, educationpartners@collarts.edu.au.

PRINCIPLES OF ASSESSMENT

Fairness:

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

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.

Flexibility:

Assessment is flexible to the individual learner by:

- 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:

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- 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: Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

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.

POLICY ANNEXURE C

PROFESSIONAL DEVELOPMENT POLICY

PURPOSE

This policy details the approach of Australian College of the Arts Pty Ltd (Collarts) in supporting the ongoing VET and vocational currency of trainers engaged to deliver the VET products on its scope, through the provision and monitoring of professional development activities.

SCOPE

This policy applies to all trainers and assessors engaged to deliver nationally recognised training and assessment directly for, or under the auspice of Collarts.

RELATED POLICIES

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

- Continuous Improvement Policy & Strategy
- Monitoring Third Parties Policy & Strategy
- Annual Professional Development Log
- Approval to Deliver Form
- Complaints & Appeals Policy

All college policies referenced in this document can be found in the Auspicing Handbook which can be accessed via the VETDSS Portal at collarts.edu.au/VETDSS or the VETDSS section of the college website.

POLICY

Collarts implements a range of strategies for industry engagement to ensure the industry relevance and the current industry skills of its trainers and assessors.

Collarts 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.

All trainers responsible for the training and assessment of Collarts VET qualifications must:

- a) Participate in annual validation and moderation activities
- b) Undertake no less than 10 hours of professional development contributing to their VET and vocational currency each year

c) Provide documentation of these activities to Collarts as prescribed in the Annual Professional Development Log

d) Address recommendations made by the RTO in relation to maintaining VET and vocational currency

In addition to the above, all new Auspicing Partners must participate in the following compulsory activities for a minimum of the first three years of commencing the program:

a) an annual program review

b) the Annual VET Music Professional Development session

PROCEDURE

Collarts establishes trainers' vocational competence, where trainers detail their skills and qualifications relevant to the units they are seeking to deliver, in their on-line Approval to Deliver record.

Collarts establishes and monitors the currency and ongoing professional development needs of trainers through on-going review, email and phone contact and program review. Trainers also submit an Annual Professional Development Log. Collarts offers a number of professional development opportunities during the year.

Collarts provides a range of professional development activities including but not limited to student workshops and master classes, specialist music industry professional development workshops related to technology and current industry practices, where trainers learn from industry professionals. All attendees are presented with a Certificate of Attendance.

Collarts conducts annual assessment validation and moderation with all trainers, where assessment strategies, tools, judgments and processes are evaluated and improvements and recommendations documented.

Collarts directs trainers to other externally provided professional development opportunities that contribute to their VET and vocational currency.

COMPLAINTS & ADVICE

Complaints relating to this policy are to be lodged in accordance with **Collarts RTO Complaints & Appeals Policy**. Queries about professional development and trainer currency are to be directed to the VET Manager, contactable on 1300 818 777, or via email, educationpartners@collarts.edu.au.

POLICY ANNEXURE D

ADVERTISING & MARKETING MATERIAL POLICY

PURPOSE

This policy is to ensure that Collarts and its Auspicing Partners meet the obligations for providing accurate information about the RTO and its services to prospective and current students and clients so the potential client or student is not misled.

SCOPE

This policy applies to all advertising and marketing information provided to current and prospective students by Collarts and its Auspicing Partners.

RELATED POLICIES

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

- Transition Policy
- Advertising & Marketing Approval Request Form
- RTO Complaints & Appeals Policy

All college policies referenced in this document can be found in the Auspicing Handbook which can be accessed via the VETDSS Portal at collarts.edu.au/VETDSS or the VETDSS section of the college website.

POLICY

All marketing and information provided to current and prospective students whether disseminated directly by Collarts or on its behalf by an Auspicing Partner, must be both accurate and factual, and adhere to the following guidelines:

- a) Only approved Auspicing Partners with a current executed Memorandum of Understanding may advertise Collarts VET Qualifications and must do so in accordance with these guidelines.
- b) Only advertises or markets training products on Collarts scope of registration.
- c) Uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015 (see [Appendix A](#) to this policy for a copy).
- d) Includes the code and title of any training product as published on the National Register e.g. CUS30109 Certificate III in Music.

e) Includes the statement “(Your organisation name) delivers nationally recognised training in partnership with and under the auspices of Australian College of the Arts (Collarts) Pty Ltd RTO 0109”. This statement should be hyperlinked to our website and be clearly visible that you are a partner and that Collarts as the RTO issues the certificates.

f) Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by Collarts.

g) Does not guarantee that a learner will successfully complete a training product or obtain a particular employment outcome where this is outside the control of Collarts.

h) Does not guarantee that a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2

PROCEDURE

For students in the Auspicing Partner’s organisation, for example students moving from Year 10 to 11 in a secondary school, this material will not be necessary however if the courses, or part of the courses, are going to be marketed to the wider community then compliance to these guidelines is essential. Collarts must approve any advertising material that a site wishes to use to promote a program in the wider community.

All marketing material and advertisements must be approved by the VET Manager prior to its release and distribution. This approval authority cannot be delegated and approval must be documented by way of an email to the person responsible for marketing implementation.

- Follow the above guidelines when creating advertising.
- Seek advice from Collarts if unsure about wording or use of logos.
- Do not use abbreviations for courses in advertising.
- Send a copy to Collarts for final approval using the Advertising & Marketing Approval Request Form.
- Collarts will email back approval to use the advertising sited or offer suggestions about how materials could be changed to obtain approval.
- Collarts to conduct spot checks of web and other marketing material for compliance with this policy.
- Keep a copy of all advertising material with your site’s Auspicing Handbook.
- Send a hard copy to Collarts with date of publication and circulation.
- Auspicing Partners to provide annual declaration of compliance with this policy.

COMPLAINTS & ADVICE

Complaints relating to advertising and marketing are to be lodged in accordance with the college RTO Complaints & Appeals Policy. Direct queries about advertising and marketing materials and processes to the VET Manager on 1300 818 777, or via email, educationpartners@collarts.edu.au.

APPENDIX A

SCHEDULE 4 – STANDARDS FOR RTO’S 2015

CONDITIONS OF USE OF NRT LOGO

The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark.

The following describes a range of situations and conditions for using the NRT Logo.

ADVERTISEMENTS AND PROMOTIONAL INFORMATION IN ANY MEDIUM (PRINT, TELEVISION, RADIO, BANNERS, INTERNET, ETC.)

1. RTOs registered by any VET Regulator may use the NRT Logo to promote nationally recognised training provided that training is within the RTO's scope of registration.
2. Impressions must not be created that may lead an observer to conclude the NRT Logo applies to all training provided by the RTO, if this is not the case. The NRT Logo cannot be used by an RTO where the training is accredited, but is outside the scope of registration of the RTO. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside the RTO's scope of registration, it must be made clear the NRT Logo is not associated with that training.
3. Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

STUDENT INFORMATION (BROCHURES, COURSE HANDBOOKS, PROSPECTUSES, ETC.)

4. When an RTO is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses must clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.

CORPORATE STATIONERY, BUSINESS CARDS, BUILDINGS, TRAINING RESOURCES AND MARKETING PRODUCTS

5. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.

CERTIFICATES, STATEMENTS OF ATTAINMENT AND OTHER TESTAMURS

6. The NRT Logo must be depicted on all AQF certification documentation issued by the RTO. These can only be issued by an RTO when the qualification and/or unit of competency are within the RTO's scope of registration. The NRT Logo must not be depicted on other testamurs or transcripts of results.

POLICY ANNEXURE E

COMPLIANCE WITH LEGISLATION & REGULATORY REQUIREMENTS POLICY

PURPOSE

This policy outlines the Australian College of the Arts Pty Limited's (Collarts) commitment to compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 as well as other Commonwealth, State and Territory legislative and regulatory requirements.

SCOPE

This policy applies to all enrolled students and persons employed by or contracted to Collarts for the provision of training and assessment services or the maintenance of training records and documents, including third parties providing services under Collarts auspices.

POLICY

Collarts will ensure compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 as well as other Commonwealth, State and Territory legislative and regulatory requirements that are relevant to its operations and its scope of registration.

Collarts will work cooperatively with the National VET Regulator:

- by providing accurate and truthful responses to information requests from the VET Regulator relevant to our RTO registration;
- in the conduct of audits and the monitoring of its operations;
- by providing quality and performance indicator data;
- by providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within ninety calendar days of the change occurring;
- by providing information about significant changes to its ownership within ninety calendar days of the change occurring; and
- in the retention, archiving, retrieval and transfer of records.

Collarts will ensure that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
- in the conduct of audits and the monitoring of its operations.

Collarts will notify the Regulator through the Notification of Material Change or Event Form:

- of any written agreement entered into for the delivery of services on its behalf within thirty calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and
- within thirty calendar days of the agreement coming to an end.

Collarts will provide an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:

- currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous twelve months; and
- has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

Collarts will ensure compliance with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. This includes, but is not limited to, compliance with:

- Student Identifiers Act 2014
- National Vocational Education and Training Regulator Act 2011
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Working with Children Act 2005
- Occupational Health and Safety Act 2004
- Privacy Act 1988
- Commonwealth Copyright Act 1968
- Commonwealth Privacy Amendment (Private Sector) Act 2000

The VET Manager will ensure staff and clients are informed of any changes to legislative and regulatory requirements relevant to the organisations' operations as an RTO. The VET Manager will ensure relevant matters of legislation and regulation are:

- current and available for viewing in induction and orientation materials;
- updated annually or as required and information disseminated amongst staff at meetings and via email memorandums;
- communicated to all partnering organisations

Collarts is registered on the automatic email notification services for changes to:

- Commonwealth legislation and regulations (comlaw.gov.au/)
- Victorian legislation and regulations (dms.dpc.vic.gov.au/)
- Australian Skills and Quality Authority: (asqa.gov.au)
- Australian Qualifications Framework: (aqf.edu.au/)
- Relevant Industry Skills Councils (IBSA)

COMPLAINTS & ADVICE

Complaints relating to this policy are to be lodged in accordance with Collarts **RTO Complaints & Appeals Policy**. Queries about compliance with legislation and regulatory requirements are to be directed to the CEO, contactable on 1300 818 777, or via email, educationpartners@collarts.edu.au.

POLICY ANNEXURE F

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 VETDSS MyCollarts Portal at collarts.edu.au/VETDSS or VETDSS 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 though the approved AuspicingPartner.
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 Partner 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 as follows:

Instalment 1: Annual Auspicing Fee, invoiced on registration for the academic year

Instalment 2: Student Material Fee, invoiced at Census Date after student enrolment confirmation

These fees are published in the Memorandum of Understanding 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 auspicing 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:

$$\$2,000 - [(12-6)/12 \times 2200] = \$1,000 \text{ Refund}$$

* 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.

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 Collarts **Complaints & Appeals Policy** which can be accessed via the VETDSS Portal at collarts.edu.au/VETDSS or the VETDSS 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 G

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 VETDSS Portal at collarts.edu.au/VETDSS or the VETDSS 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 enroll 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.

Queries about reasonable adjustments are to be directed to the VET Manager who can be contacted on 1300 818 777 or via email to educationpartners@collarts.edu.au.

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 VETDSS Portal at collarts.edu.au/VETDSS or the VETDSS section of the college website.

POLICY ANNEXURE H

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 Collarts' behalf, 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 collarts.edu.au/VETDSS or VETDSS 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 Memorandum of Understanding 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 Manager.

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 enroll 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 Manager. The VET Manager 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 VET Manager 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 collarts.edu.au/VETDSS/ or VETDSS 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 Manager. 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 collarts.edu.au/VETDSS/ or VETDSS Resources section of the college website.

9. The Dean shall consider the application for appeal, consult with VET Manager 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.

11. If the matter remains unresolved, then the mediator shall provide the Appellant with information about appropriate referral to external agencies.

12. 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.

13. 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.

14. Nothing in this complaints and appeals policy negates the right of local and overseas students to pursue other legal remedies.

15. 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.

16. Complaints may also be registered directly with ASQA by calling the ASQA Info Line on 1300 701 801, or by using their website at asqa.gov.au/complaints/complaints-about-training-providers

APPROVAL

This policy was approved by the Teaching & Learning Committee on 14 January 2015 and is scheduled for presentation to the Academic Board for ratification at their next meeting for 3 March 2015.

POLICY ANNEXURE I

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 have to present evidence that he or she is currently competent against the endorsed industry competency standards. Such evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples 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:
 - previous 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 VETDSS portal at collarts.edu.au/VETDSS/.

The following steps outline the procedure:

1. Candidates enquire about the process through their trainer or directly through Collarts
2. Candidates will be provided 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 VETDSS MyCollarts Portal at collarts.edu.au/VETDSS or the VETDSS 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.

PRINCIPLES OF ASSESSMENT

Fairness:

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

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.

Flexibility:

Assessment is flexible to the individual learner by:

- 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:

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- 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: Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

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:

ASSESSMENT MATRIX

SCHEDULE 3: ASSESSMENT MATRIX

QUALIFICATION: Certificate III in Music Industry
UNIT OF COMPETENCY: CUAMPF301 Develop technical skills in performance

Elements & Performance Criteria	How Have You Done This?	Evidence to Support This	Location of the Evidence
1. Explore the range of instrument or voice	Technical exercises immediately prior to rehearsal(s)	Video recordings of performances	Appendix B - Technical
1.1 Develop control of the physical characteristics of instrument or voice and apply to performance	Solo practice of challenging aspects of contribution to ensemble repertoire	Professional CV showing music performance experience	Skills Professional CV
1.2 Extend control over the range and scope of instrument or voice during performance	Sound-check and line-check prior to performance	BA Music Performance, Victoria University (2009)	BA Qualification and Statement of Results
1.3 Explore capability of instrument and voice in line with repertoire requirements	Regular and ongoing professional performances Formal tertiary music study		
2. Maintain and care for instrument	Appropriate care of musical instruments over many years as a professional musician.	Photographs	Portfolio 5 attached
2.1 Use appropriate methods and cleaning products to care for, move and store instruments and accessories	Use of a number of technical warm up exercises prior to rehearsals and performances.	Video recordings of performances	Professional CV
2.2 Set up and/or warm up the instrument or voice as required	Own and operate electronic tuners prior to rehearsal.	Professional CV showing music performance experience	
2.3 Tune the instrument appropriately to the required standard and in line with tuning conventions	Use of a variety of tuning conventions as determined by the repertoire.		

POLICY ANNEXURE J

VALIDATION POLICY

PURPOSE

This policy describes the strategies that Australian College of the Arts Pty Ltd (Collarts) uses to validate the assessment practices and judgements of all training products on its scope of registration. This forms part of Collarts continuous improvement practices and is conducted in accordance with Standards for Registered Training Organisations (RTO) 2015.

SCOPE

This policy applies to the training and assessment of qualifications and units of competence listed on the Collarts scope of registration, conducted directly by Collarts, or by trainers working under its Auspicing Partners.

POLICY

Collarts implements ongoing systematic validation of assessment practices and judgements for each training product on its scope of registration.

Validation is a quality assurance process designed to ensure comparability of standards awarded to student work. Validated assessment enhances confidence in the reliability of the results of assessment. It can have a positive effect on pedagogy as a result of authentic assessment systems. The process may also involve validating trainer judgments of the standard of student work by having the judgments of those trainers reviewed by their peers.

Collarts validates its assessment strategies by reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards, at least annually, and documenting any action taken to improve the quality and consistency of assessment.

Collarts training and assessment strategies and materials are developed in consultation with current industry and VET practitioners to meet the requirements expressed in the unit of competency, and comply with the Standards for Registered Training Organisations (RTO) 2015.

Each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five-year cycle, taking into account the relative risks of all of the training products on the Collarts scope of registration, including those risks identified by the VET Regulator.

The validation of assessment practices and judgements must be undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated.

PROCEDURE

Selection of Products

The selection of training products as the focus for validation, are prioritised by the following criteria:

Where new products are to be added to scope or where products have been superseded

- Where a revised product has been used for the firsttime
- Where there is an identified change in industry practice
- Where there is a change in legislation affecting the product
- Where a complaint is received about the product
- Where products are due for validation within the five-year cycle

ASSESSMENT VALIDATION

Each year a suitably qualified RTO representative convenes validation meetings with all trainers, throughout Terms 2, 3 and 4.

Validation of assessment practices and judgements occurs with one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have the following:

- Relevant vocational competencies and current industry skills
- Current knowledge and skills in vocational teaching and learning
- The training and assessment qualification or assessor skill set detailed in the Training & Assessment Policy

Samples of judged assessment evidence are provided for review and documented using the validation forms.

Where possible, validation is conducted with groups of trainers delivering the same qualification allowing for the moderation of student results.

Where validation cannot be conducted with a group of trainers, it is conducted with a suitably qualified RTO representative. This process contributes to assessor's Annual Professional Development Program, assisting in maintaining their VET and vocational currency.

VALIDATION OUTCOMES & ACTIONS

Recommendations for improvement or modification made about the assessment tools, processes or judgements, are documented in the Assessment Validation Summary. Where required these recommendations may be implemented immediately by the trainer or RTO representative responsible for reviewing the assessment tools.

In all other instances these recommendations will be implemented at the completion of the calendar year with Training and Assessment Strategies and tools being updated and made available at the commencement of the following academic year.

A summary of activities around the above approaches is provided on the following pages.

VALIDATION OF ASSESSMENT

Activity	Timing	Responsibility	Resources	Actions
Convene Assessment Validation & Moderation Meetings	Annual Terms 2, 3 and 4 with all partnering organisations	Trainers & Assessors VET Manager held with trainers & assessors and industry representatives delivering and assessing the same competencies	Assessment Validation Summary Assessment Material Cover Sheet Validation meeting information Samples of assessed student evidence including UOC, Assessment Tasks and TAS	Review of assessment tools and judgements. Recommendations for improvements to assessment tools and judgements documented in Assessment Validation summary. Amend assessment tools or processes as required.
Validation of School Assessed Coursework	Annual	VCAA Chief Assessor	VCAA Course Audit Material Unit of Competency TAS	External review of assessment materials against VET and VCAA requirements. Audit findings documented and provided to school principal and RTO. Assessments modified as required.

POLICY ANNEXURE K

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 enroll 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 to Certificate III in Music) 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 Memorandum of Understanding.

POLICY ANNEXURE L

AQF ISSUANCE & MAINTENANCE POLICY

AQF ISSUANCE & MAINTENANCE POLICY

PURPOSE

This policy establishes the principles and processes by which Australian College of the Arts Pty Limited (Collarts) will manage the issuance and maintenance of AQF Qualifications and Statements of Attainments with regard to the Standards for Registered Training Organisations (RTOs) 2015, AQF Qualifications Issuance Policy, Conditions of Use of NRT Logo and Student Identifiers Act 2014.

SCOPE

This policy applies to all RTO operations of Collarts relating to the issuance and maintenance of AQF Qualifications.

RELATED POLICIES

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

- AQF Qualification Recognition Policy
- Training and Assessment Policy
- RTO Complaints & Appeals Policy
- Privacy Policy

All college policies referenced in this document can be found in the Auspicing Handbook which can be accessed via the VETDSS Portal at collarts.edu.au/VETDSS or the VETDSS section of the college website.

POLICY

Collarts issues AQF certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

AQF certification documentation is issued to a learner within thirty calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed

fees the student owes to the RTO have been paid.

Records of AQF certification documentation are maintained by Collarts in accordance with these requirements and are accessible to current and past students.

Collarts ensures Unique Student Identifiers are managed in accordance with the requirements of the Student Identifier Scheme.

PROCEDURE

1. RECORDING OF RESULTS

Collarts issue a Results Input Sheet to the Auspicing Partner for each course at the end of Semester 1, or the end of the academic year (depending on the Auspice Arrangement).

Once assessment has been completed, the Auspicing Partner enters the student results into the Results Input Sheet, and the declaration is signed by the Trainer. The completed Results Input Sheet is then submitted to Collarts via email to educationpartners@collarts.edu.au for processing. A Results Input Sheet will not be considered complete if the declaration has not been signed.

2. PROCESSING OF RESULTS

On receipt of the signed Results Input Sheet, the Collarts Registrar enters the student's results into the Student Management System.

Credit transfer for previously achieved units is recorded from the Schedule 8 – Contract Variation Notice of the Memorandum of Understanding in accordance with the college AQF Qualification Recognition Policy.

3. AQF CERTIFICATION ISSUANCE

Providing all agreed fees are paid to Collarts, and the student's USI has been verified, the Auspicing Partner is issued with the Statements of Attainment or Qualifications for their student group within thirty calendar days of the results being provided to the Collarts Registrar.

For programs running over two years, Statements of Attainment are issued at the end of the first year, and if the qualification requirements are met, Certificates are issued at the end of the second year.

Prior to printing, the Collarts Registrar checks the AQF documentation for accuracy and ensures that it meets the requirements detailed in Schedules 4 and 5 of the Standards for Registered Training Organisations (RTOs) 2015 (see [Appendix A](#) and [Appendix B](#) to this policy for a copy of these schedules).

The AQF documentation is stored within the Student Management System and is only altered where there is a change of Dean or the requirements in Schedules 4 and 5 of

the Standards for Registered Training Organisations (RTOs) 2015 (see [Appendix A](#) and [Appendix B](#) to this policy for a copy of these schedules).

All AQF certification is mailed to the Auspicing Partner via Registered Post. Where a student receives RPL for a qualification directly through Collarts, they will be issued their certification directly via Registered Post.

4. AQF CERTIFICATION REISSUANCE

Students seeking re-prints of previously awarded certification through Collarts must formally request a re-print using the "Certificate or Statement of Attainment Reissue Form" which is available for download from the college website at collarts.edu.au/vetdss.

A re-print will only be issued when the applicant has paid the relevant Reissuance Fee and having provided their USI for verification by Collarts.

5. RECORDS

Collarts maintains a register of all AQF documentation issued within the Student Management System.

All AQF documentation records are securely retained for a period of 30 years. Collarts provides reports of its records of Statements of Attainment as determined by ASQA.

Records of past and present students are available through the Collarts Registrar in accordance with the college **Privacy Policy**.

COMPLAINTS & ADVICE

Complaints relating to the issue of AQF certification are to be lodged in accordance with the **Collarts RTO Complaints & Appeals Policy**. Queries about this policy are to be directed to the Registrars, contactable on 1300 818 777, or via email at vet.support@collarts.edu.au.

APPENDIX A

SCHEDULE 4 – STANDARDS FOR RTO’S 2015

CONDITIONS OF USE OF NRT LOGO

The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark.

The following describes a range of situations and conditions for using the NRT Logo.

ADVERTISEMENTS AND PROMOTIONAL INFORMATION IN ANY MEDIUM (PRINT, TELEVISION, RADIO, BANNERS, INTERNET, ETC.)

7. RTOs registered by any VET Regulator may use the NRT Logo to promote nationally recognised training provided that training is within the RTO's scope of registration.

8. Impressions must not be created that may lead an observer to conclude the NRT Logo applies to all training provided by the RTO, if this is not the case. The NRT Logo cannot be used by an RTO where the training is accredited, but is outside the scope of registration of the RTO. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside the RTO's scope of registration, it must be made clear the NRT Logo is not associated with that training.

9. Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

STUDENT INFORMATION (BROCHURES, COURSE HANDBOOKS, PROSPECTUSES, ETC.)

10. When an RTO is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses must clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.

CORPORATE STATIONERY, BUSINESS CARDS, BUILDINGS, TRAINING RESOURCES AND MARKETING PRODUCTS

11. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.

CERTIFICATES, STATEMENTS OF ATTAINMENT AND OTHER TESTAMURS

12. The NRT Logo must be depicted on all AQF certification documentation issued by the RTO. These can only be issued by an RTO when the qualification and/or unit of competency are within the RTO's scope of registration. The NRT Logo must not be depicted on other testamurs or transcripts of results.

APPENDIX B

SCHEDULE 5 – STANDARDS FOR RTO’S 2015

APPLICATION OF THE AQF QUALIFICATIONS ISSUANCE POLICY WITHIN THE VET SECTOR

RTOs must meet the requirements of the AQF for issuing AQF qualifications and statements of attainment, in addition to the following requirements.

ISSUING AQF QUALIFICATIONS

1. RTOs must include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:
 - a. the name, RTO code and logo of the issuing organisation;
 - b. the code and title of the awarded AQF qualification; and
 - c. the NRT Logo in accordance with the current conditions of use contained in Schedule 4.

2. The following elements are to be included on the testamur as applicable:
 - a. the State/Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts);
 - b. the industry descriptor, e.g. Engineering;
 - c. the occupational or functional stream, in brackets, e.g. (Fabrication);
 - d. where relevant, the words, 'achieved through Australian Apprenticeship arrangements'; and
 - e. where relevant, the words, 'these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.

3. RTOs must not include the learner's Student Identifier on the testamur consistent with the Student Identifiers Act 2014.

4. RTOs will:
 - f. retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued;
 - g. retain records of AQF certification documentation issued for a period of 30 years; and
 - h. provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.

ISSUING STATEMENTS OF ATTAINMENT

5. RTOs must include the following information on a statement of attainment:
 - a. the name, RTO Code and logo of the issuing organisation;
 - b. a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency;
 - c. the authorised signatory;

- d. the NRT Logo;
- e. the issuing organisations' seal, corporate identifier or unique watermark;
- f. the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'.

6. The following elements are to be included on the statement of attainment as applicable:

- a. the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities);
- b. the words 'These competencies form part of [code and title of qualification(s)/ course(s)]';
- c. the words, 'These competencies were attained in completion of [code] course in [full title]'; and
- d. where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/ modules.

7. RTOs must not include the learner's Student Identifier on the statement of attainment consistent with the Student Identifiers Act 2014.

8. RTOs will:

- a. maintain registers of all statements of attainments issued;
- b. retain records of statements of attainment issued for a period of 30 years; and
- c. provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.

POLICY ANNEXURE M

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 enroll 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:

- Grievance & Appeals Policy for Non-Academic Matters (Higher Education)
- Complaints & Appeals Policy (VET)

All college policies referenced in this document can be found in the Student Handbook.

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.
7. State if the collection is voluntary, and the consequences for individuals if it is not, or only in part, provided.
8. Provide contact details regarding who to contact for access to and correction of the personal information.
9. 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.
10. Retain personal information for no longer than is necessary and then dispose of it lawfully and securely.
11. Protect personal information from loss, unauthorised access, use, modification or other misuse.
12. Ensure that all reasonable steps are taken to ensure that personal information is not used or disclosed without authorisation by external services providers.
13. 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 VET Manager by email to vet.support@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 the College's duty of care to the student.

PUBLICATION

This policy will be made available to students and persons seeking to enroll 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.

PRIVACY COMPLAINTS & ADVICE

For any concerns about privacy, confidentiality or you wish to access your personal information, please write to the VET Manager at vet.support@collarts.edu.au. Any privacy complaints should be lodged in accordance with the college **Grievance & Appeals Policy for Non-Academic Matters** for Higher Education services or the **RTO Complaints & Appeals Policy** for VET services.

POLICY ANNEXURE N

CHILD SAFE POLICY

PURPOSE

This policy sets out the Australian College of the Arts Pty Ltd (Collarts) Child Safe policy.

SCOPE

This policy applies to all dealings between Collarts directly employed staff and clients under the age of 18.

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)
- Collarts Misconduct Policy (Staff)

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 Aboriginal 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 website (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

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).

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 (justice.vic.gov.au/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 (justice.vic.gov.au/safer-communities/protecting-children-and-families/failure-to-protect-a-new-criminal-offence-to).

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.

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

Complaints relating to this policy are to be lodged in accordance with Collarts RTO Complaints & Appeals Policy.

See the Department of Health and Human Services website for information about how to make a report to child protection (services.dhhs.vic.gov.au/child-protection-contacts).

⁴ For example behaviour, please see An Overview of the Victorian child safe standards (eciavic.org.au/documents/item/1039)

**THE FUTURE BOLD
THE FUTURE BRAVE
THE FUTURE NOW**

collarts.edu.au

Australian College of the Arts Pty Ltd

PROVIDER ID PRV12187 / CRICOS PROVIDER CODE 03392K / RTO CODE 0109 / ABN 96 082 799 282