



International Student Policies & Procedures

Course	Advanced Diploma of Music
Course code	CUS60101
RTO	6124
CRICOS	02377F

www.jazz.qld.edu.au

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Jazzworx! Music Institute

At Jazzworx! Music Institute (Jazzworx!) we believe that jazz improvisation can be taught in a systematic, logical and sequential manner. Our experience in observing other jazz instruction methods and curriculum shows them at best indirect and often assume prior theoretical or jazz knowledge. Having been involved with jazz education since 1975 I have had the privilege of working with some of the finest jazz educators in the world including David Baker, Jamey Aebersold, Jerry Coker and performers such as David Liebman, Randy Brecker and John Scofield.

This course is uniquely structured in that we have developed a set of play a long CDs which cover theory and harmony in a very structured and sequential manner. They are used for student assessment as well as being a highly effective home practice tool.

The course is based on hands on structure where theory and harmony are taught and applied immediately to performance. It is based on Major scales in the Circle of 4ths and how everything simply evolves from this. This knowledge is applied in a step by step approach to tunes that only have the harmonic structure that has been taught.

The course is performance based; students are expected to do public performances on a regular basis and are assisted in coordinating these performances.

Our method has gained international recognition. Reviewed in Jazz Educators Journal in the September 1999 issue by Dr John Kuzmich Jnr who has reviewed for this journal for the past 15 years. His comment was "Puts together the building blocks of jazz harmony like no other. "

On 25 May 2007 the course was reviewed by David Liebman, Artistic Director of the International Association of Schools of Jazz. He said "I have reviewed the Advanced Diploma of Music course offered by Jazzworx! Music Institute. I have found it to be very complete and accurate. The course meets international standards that I am familiar with from my extensive teaching activities in schools and conservatories around the world which I encounter in my capacity as the Artistic Director of the International Association of Schools of Jazz".

The Jazzworx! educators hold tertiary qualifications from other music institutions or universities, Certificate IV in Training & Assessment, the Advanced Diploma of Music, as well as being professional musicians. All our educators are involved in the review process of the course which takes place yearly.

We offer a caring attitude to our students and trust you will gain excellent musical knowledge and performance ability from our course.

Greg Quigley
Chief Executive Officer

Student Information

1. Formalisation of Enrolment

Jazzworx! Music Institute requires that international students sign the International Student Enrolment form, 30 days prior to course commencement as means of a written agreement and prior to acceptance of tuition fees. By signing the International Student Enrolment Form the International student agrees that:

- ❑ The course/s in which the student is enrolled is correct
- ❑ The student has been given a copy of the International Student Handbook
- ❑ The student is aware of the conditions of enrolment i.e. the required number of hours of attendance as per their student visa conditions, etc.
- ❑ The amount of tuition fees payable which is listed on their Confirmation of Enrolment is correct and payable on enrolment.
- ❑ The student is aware of the refund policy as per the International Student Handbook.
- ❑ Personal information about the student may be shared between Jazzworx! Music Institute and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and
- ❑ The student is obliged to notify Jazzworx! Music Institute immediately of a change of address while enrolled in the course.

2. Conditions of Enrolment Policy

Jazzworx! Music Institute is committed to recruiting overseas students in an ethical and responsible manner and ensuring at all times all parties are aware of their responsibilities.

Procedure:

Jazzworx! Music Institute does not enrol students under the age of 18 years.

Prior to enrolment the Administration Manager is responsible for ensuring the candidate understands the entry requirements for courses; including academic and English language skills reasonably necessary, as outlined in the Overseas Student Handbook. All prospective students must receive a copy of this document.

The Administration Manager is responsible for ensuring that all prospective students are aware of each of their responsibilities as outlined in the handbook (see excerpt below), including attendance, fee payments and notification of changes to contact details.

Prior to enrolment the Administration Manager is responsible for ensuring the student has received all the information they require to make an informed decision.

Prior to enrolment the Chief Executive Officer or Course Co-ordinator carries out the following assessment:

All prospective students are assessed by a written evaluation questionnaire, personal interview and practical performance audition or audition by CD or DVD conducted by the Chief Executive Officer or Course Co-ordinator. Students who cannot complete the following requirements are offered a preparatory course or assistance on enrolment.

Prospective students must be able to play on their instrument –

1. a two octave chromatic scale;
by memory the root notes of the Circle of 4ths.
2. Understand the structure of the major scale and be able to play by memory 4 major scales and arpeggios from C, F, Bb to Eb Major concert using the 9th.

Stringed instruments

Need to be able to play a 2 octave chromatic scale up, as well as across the fingerboard. Need to be able to play Major scale/arpeggios and chords using the 9th in all five forms known as the C.A.G.E.D. system from C, F, Bb to Eb Major.

Pianists/Vocalists/Drummers

Need to be able to play a 2 octave chromatic scale up and down the keyboard. Need to be able to perform with correct fingerings left, right hand, scale/arpeggios, and chords using the 9th from C, F, Bb to Eb Major.

Wind Instruments

Must be able to perform on their instrument a 2 octave chromatic scale, know by memory and perform the root notes of the Circle of 4ths and be able to play 4 major scales from C, F, Bb to Eb concert.

International students who have school aged dependant/s accompanying them in Australia will be required to pay full fees if they are enrolled in either a government or non-government school. This must be made very clear to the intending student.

Excerpt from the Overseas Student Handbook:

The *ESOS Act* outlines additional action students must take to comply with the conditions of their student visa. For example, it requires international students;

1. only be enrolled in full-time courses that are listed on [CRICOS](#) – the Australian Government official register of approved courses for international students;
2. to immediately report to Jazzworx! Music Institute, who will notify the Department of Immigration and Citizenship, any alterations to educational (eg change of units) or personal details (eg change of address);
3. to provide their visa details to Jazzworx! Music Institute. [The *ESOS Acts* allows for these details and academic records to be forwarded to other Commonwealth and State agencies as appropriate];
4. not to defer commencement of your course, or suspend your studies, except on the grounds of illness as evidenced by a doctor's certificate or exceptional compassionate circumstances, such as bereavement. Doing so, may affect the student's visa and require that a notification be sent to the Secretary of DEST via PRISMS as per the *ESOS Act*.
5. International students are required to have proficiency in English language, or be prepared to undergo an English Learning preparation Course prior to starting date of the course. This is determined by the following prerequisites.

6. TOEFL – score of 790; or
7. IELTS (academic module) score of 5.5
8. Students will have the benefit of an orientation program.
9. Students MUST advise Jazzworx! Music Institute of any changes to their contact details (eg residential address).
10. Students are required to arrange payment for all costs of transport and accommodation in connection with their program of study.
11. All courses listed on CRICOS are delivered face-to-face with a minimum of 20 contact hours per week at our city campus (JMI).
12. Overseas students, who have school aged dependant/s accompanying them to Australia, will be required to pay full fees if the dependant/s is enrolled in either a government or non-government school.
13. Overseas students who defer, cancel or suspend enrolment in their course will be in breach of their student visa. This breach means that Jazzworx! Music Institute has to notify the Secretary of DEST as per section 9 of the ESOS Act.
14. Once a student has received written notice of Jazzworx! Music Institute's intention to suspend or cancel a student's enrolment, the student has 20 working days to access the Grievance and complaints/appeals process.

3. Refund Policy

Jazzworx! Music Institute is committed to providing each intending International student with a clearly understandable, fair and reasonable refund policy prior to enrolment or acceptance monies.

Procedure:

Jazzworx! Music Institute's refund policy is provided to the student prior to enrolment / acceptance of monies and the Administration Manager is responsible for ensuring the refund policy (as part of the whole handbook) is understood by each intending student.

In the case of provider default (Jazzworx! Music Institute), students are protected by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

All refund requests are to be directed to and handled by the Administration Manager. These requests must be made in writing.

Excerpt from the International Student Handbook:

Fees will be refunded as follows:

Jazzworx! Music Institute agrees to refund within 28 days and without deduction, all fees paid where the student provides certified evidence that the application made by the student for a student visa was rejected by the Australian immigration authorities.

Jazzworx! Music Institute agrees to refund within 28 days of the receipt of written notice of cancellation by the student, fees paid by or on behalf of the student less the amounts to be retained as detailed below:

- Once study as commenced – no refund will apply.
 - Up to 30 working days before commencement of course – full refund less \$50 administration fee.
 - A full refund will be made if the offer of a place is withdrawn except where the offer was made on the basis of incorrect or incomplete information supplied by the student.
 - If a student has an exceptional circumstance, the refund of the remainder of the enrolment period will apply less an administration fee of \$50.
 - A refund will be paid, within 28 days after it is due, directly to the person who has entered into a contract with Jazzworx! Music Institute unless Jazzworx! Music Institute is directed in writing to pay the refund to another person or body. The refund amount will be fully paid in the same currency that the fees were paid.
- Jazzworx! Music Institute's dispute resolution processes do not prevent the student from pursuing other legal channels.
 - Student/s being involved in theft / equipment damage or misconduct of an unacceptable level will have their enrolment cancelled and all necessary authorities contacted, (no fees will be returned).
 - This agreement, and the availability of complaints and appeals process, does not remove the right of the student to take further action under Australia's consumer protection laws.
 - In the case of provider default (Jazzworx! Music Institute), students are protected by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

4. Dispute Resolution Policy

Jazzworx! Music Institute shall allow students to participate in timely and appropriate dispute resolution processes.

This policy will be provided to intending students prior to enrolment or payment of monies in a clearly understandable language. Procedures for dispute resolution can include a nominee of the student if the student so chooses and does not prevent that student from exercising his/her right to other legal remedies.

Excerpt from the International Student Handbook:

Grievance and Complaints/Appeals Process

Jazzworx! Music Institute has a fair and equitable process for dealing with client complaints and grievances. Jazzworx! Music Institute policy and procedures are designed to allow for the effective and timely reporting and follow up of complaints and grievances from clients of training courses, training programs and assessments conducted by Jazzworx! Music Institute.

Definition

A person can lodge a complaint/grievance against a process that is adopted or followed by the Jazzworx! Music Institute.

A person is also able to lodge an appeal against a decision or assessment made by Jazzworx! Music Institute that affects them.

- Jazzworx! Music Institute will meet the needs of all clients and will actively seek feedback on the range of services provided via a range of methods.
- However, if we fail to satisfy a client in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the client and the management of Jazzworx! Music Institute.
- If a client is dissatisfied with a decision made by a Jazzworx! Music Institute staff member or contractor, then we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information. Students need to appeal decisions within 14 days.
- These policies and procedures have been designed in accordance with the QLD Education (International Students) Act and the Education (International Students) Regulations and to the Commonwealth Education Services for International Students Act 2000.

Procedure:

1. In the first instance, where a client feels that they are dissatisfied with some aspect of the service provided by Jazzworx! Music Institute staff or contractors, it is suggested that they speak with the person in charge of delivering the service in the attempt to resolve the problem.
2. In the situation where a client feels uncomfortable or unable to approach the Jazzworx! Music Institute staff member, they may be able to speak directly with the Operations Manager of the college. It is intended that the issues of concern be resolved at the lowest staffing level with minimal impact.
3. If this situation still cannot be resolved then the client is advised that they may make a formal complaint/grievance by recording their issues in writing as a formal complaint/grievance, if they choose. The Administration Manager is to record the initial issue of concern and action taken, including time taken to action, and this is to be given to the Chief Executive Officer or to be discussed at the Management Committee meeting.
4. The client will be advised both verbally and in writing of the outcome of the complaint/grievance. In most situations the complaint/grievance should be resolved within one (1) week.
5. The student may nominate a support person to accompany him / her at any stage of the dispute resolution process.
6. If it is not possible to resolve the dispute internally, via the process above, Jazzworx! Music Institute will assist the student to access independent mediation at minimal or no cost to resolve the dispute.

Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13th Floor, Central Courts Building, 170 North Quay, QLD 4000.

Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Providers/students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.

7. Inexpensive, appropriate arrangements for independent grievance handling/dispute resolution include a nominee of the student if the student so chooses. External resolution procedures shall be

dealt with promptly. Written notification of the outcome, including the reasons for the decision shall be provided to the client within fourteen (14) days of receipt of appeal.

International Students - Please note the following:

1. An International student concerned about the conduct of Jazzworx! Music Institute may contact the Chief Executive (of the Department of Education and the Arts); and
2. The Chief Executive may, under part 2, division 2 of the Education (International Students) Act 1996, suspend or cancel the registration of a provider or a course; and
3. If a student chooses to access the provider's complaints and appeals processes the registered provider must maintain the student's enrolment while the complaints process and appeals is ongoing. The student has twenty working days to appeal a decision.
4. Jazzworx! Music Institute's dispute resolution processes do not prevent the student from pursuing other legal channels.

5. Transfer Between Registered Providers

Jazzworx! Music Institute shall ensure that students previously enrolled in a course with another registered provider in a course listed on the CRICOS satisfy the requirements of enrolment in accordance with the Education (International Students) Regulation 1998 and the

Procedure:

Jazzworx! Music Institute will not enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

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

Jazzworx! Music Institute shall review the student's prior learning and the circumstances surrounding the student's request for transfer, acknowledge receipt of the request to transfer and after assess the request shall notify the student in writing of the outcome of the request to transfer from another registered provider.

Transferring from Jazzworx! Music Institute.

In the event that a student requests a transfer from Jazzworx! Music Institute, the Administration Manager shall issue a letter of release only where the student has:

- e) Provided a letter from another registered provider confirming that a valid enrolment offer has been made.

Where a letter of release is granted it shall be issued at no additional cost to the student and shall advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.

If Jazzworx! Music Institute does not grant a letter of release, the student shall be provided with written reasons for refusing the request and will be informed of his or her right to appeal the decision in accordance with Standard 8 (complaints and appeals) of the National Code of Practice.

Records of requests for a letter of release, assessments and decisions regarding the request will be maintained on the student'

6. Course Credit (Recognition of Prior Learning (RPL))

Jazzworx! Music Institute shall maintain records of RPL assessments in compliance with the requirements specified in Standard 12 of the National Code.

- If an International student is granted RPL which leads to a shortening of the student's course, the Operations Manager will be responsible for recording this appropriately.
- If the RPL is granted before visa grant, the registered provider must indicate the actual net course duration (as reduced by RPL) in the CoE issued for that student for that course.
- If the RPL is granted after visa grant, the registered provider must report the change of course duration via PRISMS under s19 of the ESOS Act 2000. In such cases the provider must remind the student that it is a condition of their visa that they be enrolled in full-time study. If they finish their course early, the student must either enrol in another CRICOS registered course or depart Australia immediately unless they have been given authorization by DIMA to remain in Australia.
- If Jazzworx! Music Institute grants an International student RPL which leads to a reduced study load, i.e. contact hours per week, the provider must not allow the student to study less than a full-time load as defined in the National Code.

Excerpt from the International Student Handbook:

To gain credit for RPL, applicants must be able to perform and meet written assessment requirements for the appropriate Semester. Gaining of musical grades from organizations such as AMEB or ANZCA does not necessarily constitute recognition of prior learning. The page/s of units of competency forwarded with the enrolment information outlines the unit titles and elements. You can use the titles and units to complete a self-assessment by ticking the elements that you believe you can provide evidence for. If you have past qualifications and you have kept up your currency (that is you have kept up with any new developments) or you are doing the activities in your workplace, you can apply for RPL. Students are advised to discuss applications for RPL with the Course Co-Ordinator or Director. An application fee of \$60 is required when students submit their application.

Definition of RPL:

RPL is taking into account any prior learning that the student may have including but not limited to:

- Past work experience
- Past volunteer work
- Past life experience
- Other learning regardless of how, when, or where the learning occurred.

Note even though the RPL process deals with “past” learning the RTO must establish if the past learning is still current and meet the requirements of the national units of competency.

RCC is examining formal qualifications to establish if there is a direct transfer to the qualifications applied for by the candidate. Other names for RCC may be Credit Transfer and Direct Credit. It is important to note that there are no fees for RCC but RPL attracts a fee.

Any student can provide evidence by the following range of methods:

- Interview
- Folder of completed work
- Video of work activities
- Written reports from people such as supervisors
- Simulations
- Emulations
- Role Plays
- Validation of references
- Other

The following process is designed to save the student’s time

- 1 Student undertakes a self assessment using a table of unit and elements
- 2 Student elects to apply for RPL.
- 3 Assessor arranges to meet with the student and conduct up to a 30 min diagnostic interview if appropriate with the student to explain evidence gathering and support
- 4 Student agrees to proceed with RPL and provides evidence to the assessor within 7 days.
- 5 Assessor either grants or denies competency and provides feedback
- 6 Assessor discusses possible options for student to become competent
- 7 Records of results are processed and qualifications issued as appropriate.

- Jazzworx! Music Institute will provide a record of any course credits to the student, which must be signed or otherwise accepted by the student. A copy of this agreement will then be placed in the student’s file.
- Any appeals regarding exemptions may be made to the Chief Executive Officer or delegated officer.

7. Marketing and Student Information

Jazzworx! Music Institute is committed to recruiting International students in an ethical and responsible manner

All marketing materials must be approved by the Chief Executive Officer to ensure integrity and accuracy in marketing.

No false or misleading comparisons shall be drawn with any other provider or their courses.

At no time shall any Jazzworx! Music Institute staff member make inaccurate claims of association with any other provider or organization, or give inaccurate advice as to acceptance into another course.

Jazzworx! Music Institute’s legal entity and CRICOS code is to be clearly identifiable on all marketing information and documentation (in hardcopy and electronic format) provided to intending International students. This can appear as footer. A stamp or sticker is also sufficient.

Prior to accepting an International student enrolment or acceptance of monies the Administration Manager (or delegated person) must ensure the student has received the following (in addition to the International Student Handbook) in accordance with the National Code Standards 1 and 2.

The following information about the course:

- a general description of the content;
- the qualification or accreditation gained on completion;
- course duration;
- the teaching methods used
- the assessment methods used;

A general description of;

- the facilities;
- the equipment;
- the learning resources (for example reference texts and software) available to students undertaking the course;
- itemized list of all fees payable to the provider; and

Information about the minimum level of English language proficiency, educational qualifications and work experience required for the student to be accepted for the course (unless this is clearly not relevant).

Jazzworx! Music Institute will not accept any payment of fees from a student or intending student if he/she has not received a copy of the written agreement, been supplied with an accurate representation of the local Brisbane environment or been advised that school aged dependants accompanying them to Australia will be required to pay full school fees.

8. Completion within the expected duration of study

Attendance Records

Attendance is monitored weekly by the delegated administration officer and the names of any students in danger of not meeting attendance requirements are reported to the Chief Executive Officer

It is the Chief Executive Officer's responsibility to counsel and discipline students accordingly.

Students studying on a Student Visa are required to have an attendance rate of at least 80%. Failure to meet this requirement may result in the cancellation of the student's visa.

Jazzworx! Music Institute requires students to uphold a 80% attendance rate to ensure studies are completed within time allowed. If attendance rate falls to a level of concern or a student is absent for five consecutive days without the Chief Executive Officer's approval, the Chief Executive Officer shall notify the student in writing of this concern. The student shall be reminded of Student Visa requirements and offered the opportunity to meet for counselling to discuss the issue,

The Chief Executive Officer will make every effort to help the student regain normal attendance patterns.

The student shall receive further notice in writing of the Chief Executive Officer's intention to report attendance non-compliance once the student's attendance rate falls to 80%. This letter will inform the student that they have 20 days to lodge a written appeal as to why they believe Jazzworx! Music Institute should not report attendance non-compliance.

Once the attendance rate falls below 80% and it is evident that student will be unable to maintain the 80% attendance requirement before completion of the course, the student will be deemed to have failed to satisfy Visa conditions.

Students who fail to satisfy Visa conditions relating to attendance or academic performance are reported to DIMA, via PRISMS, by the Chief Executive Officer,

The section 20 notice is generated through PRISMS when the Chief Executive Officer reports the student for the possible breach and the details are electronically transmitted to the Department of Immigration and Citizenship (DIAC).

The Chief Executive Officer shall then send the student the notice of the breach which tells them they have 20 working days to report to a DIAC office and explain the breach. If the student does not report to a DIAC office within the 20 working days, their visa will be automatically cancelled by operation of law.

The Chief Executive Officer is responsible for sending the Section 20 notice to the student's residential address as soon as practicable after the breach has occurred.

All written notices of non-attendance compliance must be kept on the student file.

Deferment

Once enrolled students are NOT to defer commencement of studies, or suspend their studies, except on the grounds of illness (supported by a medical certificate), or other exceptional compassionate circumstances beyond the control of the student (such as bereavement).

If a student defers or suspends their studies on any other grounds, the Manager must report the student to DIMA via PRISMS, as not complying with Visa conditions.

If a student is absent for more than five consecutive days without approval, or a student is not consistently attending their course the Manager must record this.

Academic Progress Policy

1. Students are expected to achieve satisfactory progress, this means that progress is in accordance with the agreed training plan, ie, Semesters 1-4 Curriculum Overview which is provided at the commencement of the course.
2. Both student attendance and participation are verified daily by Jazzworx! Music Institute staff. Leaving early and/or arriving late will be acknowledged and may result in a poor attendance rating so students are encouraged to be at class on time and stay for the duration of that class.
3. In addition to the attendance requirement, Jazzworx! Music Institute is required to monitor students' progress throughout the course.

4. Students are expected to make satisfactory progress towards the completion of their course. If this is not the case, the Manager will send a warning letter and provide the student with advice regarding assistance.
5. Students failing to make satisfactory progress (in addition to having written notification to this effect) may have to show cause at an interview or in a written letter to the Manager or delegated officer as to why they should not be penalised according to one or more of the following:
 - Subsequent enrolment may be restricted to a limited program of subjects in which any failure at the next attempt may lead to a refusal of further enrolment in those subjects.
 - Further enrolment in the subjects or program concerned may be refused outright.
6. Students who do not complete all the work required for their course in the time allotted will be issued with a Statement of Attainment which will list all the subjects successfully completed.

Further to this students are reminded -

7. Students are able to access the Grievance and Complaints/Appeals process within 20 working days of written notice that they will be reported for non-compliance with this academic progress policy.
8. To provide legitimate proof of absence.
9. Absence due to sickness exceeding three days will need a medical certificate.
10. Absence from assessments due to sickness will need a medical certificate.
11. It is the student's responsibility to ensure pre-requisite and co-requisite requirements are met. Pre-requisites and co-requisites may be achieved via RPL (Refer to RPL).
12. Continued poor academic progress will result in the Manager reporting the student to DIAC. A "Section 20 Notice" (see "Student attendance") will be issued to the student as soon as practicable and the student will be required to report to a DIAC office within 20 working days to explain the breach.
13. If the student does report to DIAC within 20 working days, the automatic countdown to cancellation is stopped and the student has an opportunity to explain the breach. If the breach is substantiated migration law requires that the visa be cancelled unless the student can satisfy the delegate that the breach was due to exceptional circumstances beyond the student's control.

Students who are concerned that their academic performance might be unsatisfactory should contact Jazzworx! Music Institute Chief Executive Officer or Course Co-ordinator as soon as possible, so that suitable arrangements can be made for further assistance.

Student Assessment

Assessments/Resit Assessments/Deferral of Assessments

Assessments are to be taken at the set times. Timetables for all assessments shall be prepared and posted on the appropriate notice boards, such notice shall be given not less than 2 weeks prior to the commencement of the assessment period.

Students are required to complete all assignment requirements as detailed in the Assessment Plan which is given at the commencement of each Semester. Assignments must be handed in to the office by the due date; if assignments are not handed in by the due date one (1) mark per day for every day assignments are late will be deducted from the total mark allotted to the assignment.

Students will be required to pay a fee of \$50 to resit an assessment. Resit assessment times will be scheduled by Jazzworx! Music Institute at a mutually convenient time.

Deferred assessments will be granted in compelling or compassionate circumstances only and requests are to be directed to the Course Co-Ordinator in advance of assessment set times. Deferred assessments attract a fee of \$50.

In the case of illness students are required to provide a letter from a medical doctor certifying that they were unfit to complete their assignment or assessment. Jazzworx! Music Institute reserves the right to contact the student's doctor to confirm any extension or deferment requests.

Assignment Standards

All written assignments are to be typed and handed in with a completed cover page which is available from the office. The student's name should appear in the footer of each page. Assignments which include the submission of a CD are to be presented with a completed cover page and in a plastic sleeve.

9. Requirements to Receive Qualification

- To be eligible for any award including exit statement, statement of results or result of assessment, a student must have completed all study / program work and assessment as set by Jazzworx! Music Institute and paid all fees and charges due.
- Students successfully completing RPL should be granted the same outcomes as those given to individuals who have completed the usual program of study.
- Students who wish to exit before completion of their course will receive a statement of attainment for the unit/s successfully part completed.

10. Student Support Services

All students attend interviews with the Course Co-ordinator each semester to ensure both their educational and personal objectives are being met.

Jazzworx! Music Institute is able to offer support and advice on a range of issues including:

- Living in Brisbane (rental bond authority/local area etc)
- What's on in and around Brisbane
- Medical insurance information
- Opportunities for RPL
- Opening bank accounts
- Purchasing resources
- Transport Information (Transinfo/www.whereis.com/www.brismap.com)
- Working in Australia (Tax file application/work permits)
- Additional academic assistance

Counselling/Student Welfare

Jazzworx! Music Institute staff offer free and confidential welfare and pastoral care services to students. Our open door policy allows for students to make an appointment with the Chief Executive Officer or Course Co-ordinator to discuss issues such as; homesickness, financial problems, legal problems, health issues, employment options, academic difficulties, accommodation difficulties, harassment or anxiety of any kind.

Additional Academic Support

Jazzworx! Music Institute staff are dedicated to helping students meet their learning objectives with minimum stress. Course advice is always available as well as extra tuition on a one-on-one basis if required.

Students are encouraged to access CD and library resources available for loan.

11. Critical Incident Policy

Under Standard 6 of the National Code 2007, Student Support Services, Registered providers must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of Standard 6 is to ensure that appropriate support services are available to international students to ease the transition into life and study in Australia and allow access to appropriate assistance for the student as needed.

Jazzworx! Music Institute recognises the duty of care owed to its students and that planning for the management of a critical incident is essential

1. Definition

A critical incident is defined by the National Code 2007 as “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”.

Critical incidents are not limited to, but may include

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster and
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- non-life threatening events could still qualify as critical incidents.

2. Critical incident Team

When a critical incident occurs, the Administration Manager will call a meeting with the appropriate staff to form a Critical Incident Team which will be responsible for:

- Assessing risks and response actions – Organise a tasks timetable for the next hour(s), day(s), etc.
- Liaison with emergency and other services – such as police, doctors, hospital staff, coroners and fire brigade
- Contact with students’ relatives and other appropriate contacts – Who? Most appropriate manner of contact?
- Liaison with other external bodies, such as homestays, carers or foreign embassies and
- Counselling and managing students and staff not directly involved in the incident - Identification of students/staff members most closely involved and therefore most at risk.

The Administration Manager may appoint a case manager and delegate the above responsibilities)

One member of the Team shall scribe for all meetings to keep record of content and decisions.

3. Action Plan

The Critical Incident Team will set in motion, a critical incident action plan to manage various aspects arising from the incident, including communication strategies.

This will include

- creating and disseminating a plan and its procedures
- a review of the plan and
- staff development and training

4. Media Management

A media management process will be included in the management plan to ensure the most positive and supportive response from the media. The Administration Manager shall handle all media calls where practicable. Media calls shall be returned as soon as possible. The Administration Manager must liaise with the Chief Executive Officer and Departmental figures prior to issuing press releases or responding to the media.

Avoid answering questions with “No Comment”.

Respond to questions accurately; however it may be necessary to explain to the media that you are unable to answer their questions at this time because

- i. The sensitive nature of the issue, or
- ii. You do not have the information available.

It may be necessary to check with the police, ambulance, fire brigade etc before making a statement.

5. Reporting and recording of incident and action taken

The Educational Services for Overseas Student Act 2000 (ESOS Act) requires Jazzworx! Music Institute to notify Department of Education, Science and training (DEST) and the Department of Immigration and Citizenship (DIAC) as soon as practicable after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will be reported via the Provider Registration and international Student Management System (PRISMS).

All aspects of the incident and its management will be recorded on the student files.

Key details to report include:

- i. The time
- ii. Location and
- iii. Nature of the incident, e.g. Threat, accident, death or injury.
- iv. Names and roles of persons involved e.g. Staff, international or domestic student

6. Follow-up and evaluation

Jazzworx! Music Institute's staff will be made aware of the critical incident policy and procedures and will be given appropriate training to ensure the duty of care for international students is uppermost in their minds.

A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the Critical Incident Team and other stakeholders.

Checklist for Follow up and evaluation

How well were the following actions undertaken by the Critical Incident Coordinating Group? 1 = Poorly; 5= Very Well, Most appropriately. Please add comments to clarify your choice.

Question	1	2	3	4	5
Decision maker clear					
Follow up clear					
Availability of mobile phones					
Notification of and liaison with Sponsor/Agent if applicable					
Arrangements for visits to/from family					
Liaison with Police, Hospitals, Hospital Staff					
Hiring Independent interpreters					
Death notices					
Funeral/Memorial Service Arrangements					
Refund of student's fees to pay repatriation or associated expenses					
Copy of Death Certificate					
Consideration of personal items and affairs (household and academic)					
Insurance matters, OHSC Coverage, Ambulance Coverage					
Form Stress management interventions required for staff and /or students (release from classes, leave rescheduled assessment or exams)					
Liaison with academic staff					
Arrangements for further debriefing sessions for groups/individuals as required					
Liaison with Department of Immigration and Citizenship if studies will be interrupted					
Fees issue to resolved for student unable to continue with their studies					
Legal Issues: helping student get access to legal assistance if required					
Arrangements for further debriefing sessions for groups/individuals as required					
Follow up condolence or other letters to family					
Financial Assistance for families of affected person(s) if residing in Australia					
Organising students/staff for hospital visits					

7. Resources

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation

12. Code of Ethics

Jazzworx! Music Institute is bound by the National Code 2007, developed by Ministers of the Commonwealth and the States responsible for educational matters that are directed at ensuring International Students are financially protected from default by providers.

13. Code of Behaviour

All students of Jazzworx! Music Institute are required to sign and adhere to the following Code of Behaviour –

- Students should ensure they are in the lecture or tutorial room before the commencement of class.
- An 80% attendance rate to classes is required unless a doctor's certificate is presented or a prior arrangement is made.
- Students may use the lecture rooms outside of class time for study purposes provided it is not required by another class. Booking of rooms is to be made at the office.
- Smoking, eating or drinking are not permitted in the class rooms.
- Students should not attend any class under the influence of alcohol or any illegal substance.
- When vacating rooms, students should remove any rubbish and reset furniture into its regular position.
- Students should not obstruct any teaching activity, examination or official meeting or proceedings of Jazzworx!
- Students should not disobey any reasonable instruction of a member of the staff.
- Students should not cheat or act dishonestly in connection with any examination, assignment or other academic activity.
- Students should not obstruct or deter any member of staff in the performance of their duty.
- Students should not damage or wrongfully deal with any property in or on the premises.
- Students should not engage in any verbal or physical abuse or harassment of a person on the Jazzworx! premises.
- Penalties may be imposed for misconduct including:
 - Suspension from attendance at lectures
 - Exclusion or suspension from attendance at an examination
 - Cancellation or refusal of credit for any supervised examination in any case where cheating or dishonesty in such an examination is discovered.
 - Suspension from the course for a specified period.
 - Exclusion from the course.
- Serious cases of misconduct will be dealt with by a Disciplinary Committee established by Jazzworx! and will include representation from academic staff and students.
- Minor breaches which do not warrant reference to a Disciplinary Committee will be handled by the Chief Executive Officer providing that any suspension imposed for a specified period will not exceed one week.

13. Staff capability, educational resources and premises & Changes to Ownership or Management

Jazzworx! Music Institute is committed to providing students with quality training provided by quality trainers with current qualifications, relevant industry experience, skills and knowledge. Jazzworx! Music Institute trainers hold tertiary qualifications from other music institutions or universities, Certificate IV in Training & Assessment, the Advanced Diploma of Music as well as being professional musicians.

Jazzworx! Music Institute trainers are required to participate in on-going professional development activities. These activities include, but are not limited to, participation in courses, forums and staff meetings.

In addition to participation in such activities, staff is required to read materials, participate in industry consultation and subscribe to email alerts and newsletters relevant to the delivery and assessment of CRICOS-registered courses.

Upon induction staff are provided with information about relevant legislation 7 days prior to their official commencement (signing of contract) to allow them time to understand their roles and responsibilities of compliance.

Copies of relevant legislation are located in the Jazzworx! Music Institute resources shelves. All staff must be familiar with legislation relevant to their position and refer as directed to websites listed on the Legislation Awareness form.

Changes to legislation (Commonwealth and State) relevant to Jazzworx! Music Institute's operations will be notified by the Administration Manager to appropriate persons and will be required to be signed by the relevant staff.

A minimum of three qualified trainers are on premises at any time to assist students.

Resources

Jazzworx! Music Institute is dedicated to maintaining teaching resources appropriate for the successful delivery of services for the number of students under instruction.

Course resources are evaluated as part of our annual internal audit and delivery and assessment validation process to ensure currency and appropriateness of materials and methods.

Premises

Jazzworx! Music Institute will ensure that tenancy agreements over its premises allow for students to complete their courses in an appropriate learning environment in the time required.

Relocation

In the event of re-location the Chief Executive Officer must notify the designated authority and students of any intention to relocate premises at least 20 working days before relocation takes place.

Changes to ownership or management

Jazzworx! Music Institute will notify the Department of Education & Training in writing of any prospective changes to ownership of Jazzworx! Music Institute as soon as is practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect. Jazzworx! Music Institute will provide the Department of

Education and Training with information on the new owner for the purpose of making an assessment under the ESOS Act.