Welcome to Photography Studies College...
Where you will find a creative learning environment offering an innovative contemporary photography course that has responded to the digital revolution....

STUDYING AT PSC
Photography Studies College (Melbourne) is an award winning specialised tertiary photography college with over forty years of educational experience. As a student you are provided with a contemporary photographic education, in a small, supportive and friendly college environment. Our course is delivered in an immersive, critically challenging and supportive environment where you will be encouraged to undertake a prolific, creative approach to the possibilities of photography. As a student you will undertake units of competency across areas such as the creative process, digital capture, studio, photographic technique including post production and lighting control. These skill sets are integrated throughout the course and built on from foundation to a professional level. PSC is a Registered Training Organisation. To view our scope of registration contact the Communications & Students Officer.

YOUR PSC CONTACT – SHANNON WILKIE
The initial point of contact for all students from arranging initial information through to interview, general course discussions, enrolment, VET FEE-HELP, questions, personal issues and general support while at PSC is with the Communications & Students Officer Shannon Wilkie. You can contact Shannon by email: swilkie@psc.edu.au or phone (03) 9682 3191 for a discussion and an appointment is available between 9-6pm Mon — Thurs and 9 – 5pm Friday.

You can contact teaching staff by email, phone or fax. Please check your Session Outlines for these contact details. If contacting by phone, please leave a message with your contact details with Reception if the staff member is unavailable.

Reception Hours of Operation (during the semester)
9.00am-9.00pm Monday-Thursday
9.00am-5.00pm Friday
9.30am-5.00pm on weekends during the semester
(The college is closed on public holidays and during the Christmas New Year period)
www.psc.edu.au

2013 SEMESTER DATES:
Semester A: 25 February to 14 June 2013
Semester B: 22 July to 24 November 2013

CENSUS DATES:
Semester A: 22 March 2013
Semester B: 16 August 2013

ENROLMENT
Enrolment into the Advanced Diploma course is on a yearly basis (2 semesters per year) and the course is delivered over three years. On enrolment you will be required to complete a PSC Enrolment Form or a PSC International Enrolment Form. Students who accept an offer of a place in the Advanced Diploma of Photography at PSC will choose their tuition payment option at enrolment.

Enrolments are for one year and comprise 2 semesters or 2 Units of Study.
Important information and dates:

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<th>Unit of Study</th>
<th>Commencement Date</th>
<th>Completion Date</th>
<th>Census Date</th>
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PSC FACILITIES

1. The main delivery areas in 65 & 67 City Rd comprise classrooms, exhibition spaces, resources hub, student lounge studios, print facilities and computer laboratories. Each space contains digital/data projection and computer facilities, photographic display boards and whiteboards.

2. The Digital Imaging Centre, incorporating the digital labs – equipped with Mac workstations, scanners and incorporating the print shop.
   a) All students are issued with the Digital Centre Student Procedures Handbook in their digital imaging classes and are required to adhere to the digital centre use as outlined in that handbook.
   b) The PSC Internet Policy is explained to all students accessing the digital centre when logging onto the PSC Student Intranet. Students are required to adhere to the requirements as stated in the policy.

3. The photographic studios which provide a professional ‘warehouse style’ studio environment equipped with a range of:
   - large format studio cameras
   - flash & tungsten lighting equipment
   - studio bays and cyclorama equipped with tethered workstations
   - tutorial & demonstration areas
   - model change room and make up area

   Students supply their own digital SLR camera, tripod and a portable hard drive to commence the course, other camera equipment and software and relevant materials.

PSC CODE OF PRACTICE

PSC is committed to providing quality and accessible education to each and every student. The college has an established Code of Practice that underpins all its procedures.

1. Our Commitment to Students and Photography Industry
PSC is focused on meeting the needs of our Students and the Photography Industry. We promise to:
   a) Understand the needs of our students, staff and the Photography Industry.
   b) Operate professionally and always conduct business in a sound, ethical and fair manner.
   c) Employ staff who are knowledgeable, qualified, and objective, experienced and who always act with integrity.
   d) Treat student information confidentially, protect their rights to privacy and ensure the accuracy and integrity of the information we hold about them.
   e) Respond to student and industry needs and remain competitive within our market.
   f) Ensure the confidentiality and accuracy of all information.

2. Educational Guarantee
PSC is committed to providing excellence in training and education. We are committed to:
   a) Providing quality training and education services to the vocational education and training sector in Australia.
   b) Meeting and striving to exceed the requirements of the Australian Quality Training Framework 2010 (AQTF2010) and relevant guidelines related to Vocational Education and Training legislation.
   c) Delivering training and assessment services that are flexible to the needs of our students.
   d) Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry.
   e) Developing courses and assessment processes that meet industry demands; cater for a range of learning styles; and are flexible to a diverse range of student needs.
   f) Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
   g) Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.

3. Management Principles
PSC aims to be the best it can be. To enable this, we:
   a) Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
   b) Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
   c) Regularly collect feedback from students, staff and industry and use it to improve and enhance our training and assessment services, client services and management systems.
   d) Ensure that decision making of senior management is informed by the experiences of our teachers and assessors.

4. Marketing
PSC will market and advertise all qualifications, courses and other services with integrity, accuracy and professionalism avoiding vague and ambiguous statements. Students will be recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course. Students will receive clear, accurate and appropriate information to make an informed decision about enrolment into a course prior to enrolment.

5. Recognition of Qualifications
PSC recognises Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other Registered Training Organisations in Australia.

6. Access & Equity
PSC will treat all people fairly and equitably and fosters an environment free from discrimination and harassment. PSC applies access and equity principles through all of its policies and procedures to promote full and equal participation of all people.

7. Student Selection
PSC ensures that clear and accurate processes for application and selection are outlined and publicised. Entry requirements are clearly outlined in the relevant Course Guide and students wishing to participate in our course or must meet these requirements.

8. Financial Standards
PSC: a) Adopts sound business and financial planning systems.
b) Has fair, equitable and transparent fees, charges and refund policies which are made available to the public and to all students prior to enrolment.

c) Has its accounts certified by an independent accountant.

d) Will provide a certificate of accounts to its registering body upon request.

e) Upon request from its registering body, will provide a full audit report on PSC’s financial accounts from a qualified and independent accountant.

9. Legal Obligations

PSC:

a) Maintains adequate, current and appropriate insurance and registration.

b) Complies with all laws relevant to operation of its business. Photography Studies College (PSC) maintains a register of all applicable laws and legislation.

c) Allows government departments or their agents access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles.

d) Will keep records of competency completion for a period of at least thirty (30) years.

e) PSC will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses.

PSC FAIR TREATMENT AND EQUAL BENEFITS AND OPPORTUNITY

PSC will treat fairly all of its students and all prospective students seeking to enrol. PSC applies access and equity principles through all its policies and procedures to promote full and equal participation of all students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

Procedures

Pre-enrolment information

PSC will ensure that prior to enrolment prospective students receive adequate information regarding the course, training, assessment, student services and Commonwealth assistance provided by PSC to enable them to make an informed decision about the suitability of the course and PSC for their individual needs. PSC will provide clear information to each student, prior to enrolment in regards to:

- student selection, enrolment and orientation procedures;
- course information, including educational and vocational outcomes;
- fees and charges, including refund policy;
- provision for language, literacy and numeracy assistance;
- student support services;
- welfare and guidance services;
- flexible learning and assessment procedures;
- appeals and complaints procedures;
- disciplinary procedures;
- recognition of prior learning (RPL) arrangements and credit transfer.

Student Selection

PSC upholds the principle that all applicants seeking to enrol are treated fairly and equitably.

PSC has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Students will be selected on merit. PSC will ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously. Student selection procedures are published in PSC’s marketing material and on PSC’s website.

Student Selection Process

Student selection is based on each applicant demonstrating their creative potential and aptitude for photography. The Communications & Students Officers facilitate the application and selection process and provide support, guidance and information. Each applicant will be provided with the opportunity to ask questions, tour the college, view facilities and current student work.

Each applicant for the Advanced Diploma of Photography course is required to attend an interview and present a folio.

The Folio: All folios should contain 10 – 15 images and show a range of creative work demonstrating an exploration of ideas and themes. This, together with the applicant’s process workbook, ideas journal and or visual diary should represent their ideas, concepts, inspirations, abilities and investigative process. The work should demonstrate the applicant’s creative potential and aptitude for photography. Applicants will be asked to talk about the folio they present during the selection interview.

The Interview: The interviewing team may be comprised of PSC staff, teachers or graduates. The interview allows the applicant to communicate their folio ideas and concepts, both visually and orally. In viewing and discussing the applicant’s folio PSC is looking for evidence that their work demonstrates originality, creative and conceptual potential and a capacity for visual exploration.

Commonwealth Assistance

The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

STUDENTS ENROLMENT CHECKLIST

All students are required to sign and acknowledge the PSC student enrolment checklist at enrolment or in the case where the enrolment occurs while overseas, when you first attend PSC. Your contact Shannon Wilkie will go through this checklist with you.

Students are expected to acknowledge that they have received and understood the terms and conditions of enrolment including the refund policy and agreement and the information in this handbook – that it is their responsibility to read and become familiar with all PSC Policies and Procedures and for international students their visa responsibilities including attendance and academic progress requirements for international students.

TUITION FEES

PSC does not receive any government funding so tuition fees are required. The Advanced Diploma of Photography is a three year full fee-paying course with annual tuition fees. Students may now choose to pay their tuition fees directly to the College or apply for VET FEE HELP – an interest free loan covering the cost of tuition fees only from the Commonwealth Government.
You may choose to pay the tuition fees one of the following ways:

- Pay the full tuition fee upfront to PSC
- Pay a part of the tuition fee upfront to PSC and request a VET FEE-HELP loan for the balance of the tuition fees
- Request a VET FEE-HELP loan for the full amount of the tuition fees

More information on VET FEE HELP is available from the Communications & Students Officer and at: http://studyassist.gov.au

**INTERNATIONAL STUDENTS**

Must refer to the International Tuition Fee Sheet for the relevant year and tuition fees and must ensure that they pay the full OSHC payment on enrolment

**Paying your international tuition fees**

It is essential that all dates for payment of tuition fees are strictly adhered to. These dates are noted on your PSC International Enrolment Form.

And the international tuition fees sheet. International Tuition Fee payments can be made at PSC reception via Credit Card (excluding AMEX and Diners), Bank Cheque or by Direct Deposit

Bank Cheque (in Australian Dollars) made payable to Photography Studies College

Direct Deposit to: Photography Studies College*

Bank: ANZ – South Melbourne Branch

BSB: 013 435 Account: 3117 05921

Description: Full name must be included

*An additional fee of $25.00 applies to cover foreign currency exchange

**Overseas student health cover**

At PSC your OSHC cover is provided by Medibank Private: www.medibank.com.au
go online: medibank.com.au/oshc
For free 24/7 emergency medical & legal assistance

Phone 1800 234601

**Setting up a bank account**

To open a bank account in Australia must show several pieces of personal identification, each of which is allotted certain number of 'points'. You will need 100 points of identification to establish your identity as the person who will be named on the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time, you will need additional documentation. To open an account you’ll also need a minimum deposit (this can be as little as AUS $10).

**International students refunds**

PSC agrees to refund all fees paid in the event that the college cancels the course, or the course does not commence on the agreed starting date. This requirement is covered under the ESOS Act. The Refund Agreement is stated on the PSC International Enrolment Form.

**OVERSEAS STUDENT OMBUDSMAN**

The Department of Immigration and Citizenship (DIAC) is the Australian Government department that manages everything relating to student visas. It is very important that you are fully aware of, and meet, all the conditions of your visa. Visa conditions are set out in the letter of approval sent with a visa or on a visa label.

More detail about visa conditions can be found on the DIAC website at www.immi.gov.au/students

However, here is a summary of the conditions that you must adhere to:

- you must meet 80% attendance requirements and course progress and maintain a valid enrolment for your course
- you must not work unless you have been granted permission to do so
- you must maintain your Overseas Student Health (OSH) cover while in Australia
- you must leave Australia before your visa expires
- you must remain with the education provider you originally enrolled with for the first six months of your course or, if the course is less than six months, for the duration of your course
- you must advise your education provider of your residential address within seven days of your arrival in Australia and must advise any changes of address within seven days (see Providing your Home Address section of this Handbook)
- if you change education provider you must inform your current education provider within seven days of issue of an eCoE


Requirements/Student-visa-requirements

**International student deferral, suspension or cancellation of studies**

Deferral of studies (for a maximum of 28 days) may be permitted for international students only in compelling or compassionate circumstances and for PSC these are: serious illness or death in the family. Evidence of such circumstances will be required and must be provided as documentary evidence and will be kept as part of your student record. Students must discuss any such circumstances with your contact person the Communications & Students Officer who will refer the matter to the Director of Communications & Students. Any permission given to defer studies in such circumstances may affect a students’ student visa and result in a change to the course end date. If a student applies to defer studies for a longer time period than that mentioned, the student will be required to suspend his or her studies and will be expected to depart Australia. This must be notified to DEEWR/DIAC through PRISMS and may result in cancellation of your student visa. Withdrawing/cancellation from your course may affect your Student Visa and may result in it being cancelled. PSC is required to report to DEEWR/DIAC through PRISMS any international student that withdraws from their enrolled course.

**COURSE WITHDRAWAL – Domestic students**

Domestic students that decide to withdraw from the course, must meet with Shannon Wilkie to discuss their decision. Remember domestic students must withdraw prior to or on the CENSUS date or they will incur a VET FEE HELP debt. To withdraw you must complete and sign a PSC Withdrawal Form and also meet with the Director Communications & Students.
EXPENSES OTHER THAN TUITION
Refer to the Expenses other than Tuition List

PSC STUDENT CODE OF CONDUCT-RIGHTS AND RESPONSIBILITIES

Student Rights
PSC is committed to the principles and practices of equal opportunity for all its students. All students have the right to be supported, treated fairly and with respect. This means we will do our best to ensure that all students learn in a supportive environment which is free from discrimination, harassment or bullying. All students have the right to:

- Learn in a safe environment where risks to health and safety are minimized.
- Have their personal details and records kept private and secure according to the PSC privacy policy.
- Access the information the organisation holds about them.
- Request a Review of Results according to the Review of Results procedure.
- Be given clear and accurate information about their course, each unit and module, the assessment requirements and their course progress.
- Receive the guidance and support to effectively participate in the course.
- Provide feedback and participate in the Student Evaluations and Learner Survey's that allow for feedback on the services, learning, assessment and support they receive.
- Have their grievances and concerns dealt with fairly, promptly, confidentially and without retribution.

Student Support

Tertiary Study Support
All PSC students learn in a supported, monitored environment that is monitored via attendance requirements and academic progress. As a direct result of PSC’s commitment to supporting students’ learning PSC has developed and delivers the unit Develop Study Skills and Strategies. This provides a structured and supportive framework for students to learn about the tertiary environment, develop sound study habits, time management skills and learn to use their study skills effectively. The focus is on providing fundamental strategies and skills in photographic language, learning types, research and literacy. If further support is required PSC has Student Support that will be provided through Student Welfare and/or the PSC Intervention Strategy.

Student Welfare

The environment offered at PSC endeavours to ensure that students are supported and guided as they progress through the course. Students who are experiencing difficulties should speak with their teacher in the first instance and/or may make an appointment with the Communications & Students Officer. They are here to help and will always endeavour to provide assistance or source the information that may be needed such as organising additional appointments with teachers to provide some additional support with study skills, organisational skills, and time management. This appointment may take the form of a general discussion, raising concerns, student welfare and support, advice, study skills assistance, practical help or referral to a professional counselling service.

Professional counselling referral may be required for but not restricted to:

- Relationship issues
- Stress and coping
- Grief
- Personal problems

In order to protect the welfare of students and to ensure students have positive living, studying and working experiences, PSC

- Does not permit or require students to attend scheduled classes (including time allocated for self paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Students will be notified where exemptions have been provided.

- Does not permit or require full time students to attend schedules classes prior to 8.00am and/or after 10.00pm (including time allocated for self paced or online studies), unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Students will be notified where exemptions have been provided.

- Does not permit or require full time students to attend schedules classes prior to 8.00am and/or after 10.00pm (including time allocated for self paced or online studies), unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Students will be notified and asked to sign an agreement to this arrangement in writing.

PSC Intervention Strategy
The PSC intervention strategy is in place to enable students identified as “at risk” of unsatisfactory performance either regarding attendance and/or academic performance, to clearly understand the reason(s) they are at risk, to inform the student he/she is at risk and attempt to offer solutions to their problems. Any student falling below the 80% attendance requirement (without formal notification to PSC with documentary support such as doctor’s certificate) will be sent an “At Risk” letter.

This strategy is relevant to students who may have been spoken to informally by a teacher and/or the Communications & Students Officer and given appropriate counselling but concern regarding their attendance and/or progress persists. It is deemed to be the students’ responsibility to attend any intervention sessions identified as necessary by PSC and undertake where necessary external counselling. Students with learning difficulties beyond PSC’s area of expertise may be referred to an external agency/counsellor. All student support is provided in accordance with the PSC’s privacy policy.

INTERNATIONAL STUDENTS
International students must also notify any absence to Shannon Wilkie the Communications & Students Officer. As per the above but if following the implementation of Intervention Strategy and the appropriate implementation of the intervention action the student is deemed to still not met the 80% attendance requirement as per the PSC Attendance Policy, then the student will be sent a “Breach letter”. This letter will notify the student of PSC’s intention to report him or her to DEEWR (Department of Education, Employment and Workplace Relations) due to unsatisfactory attendance and the
student may have his or her student visa cancelled. In this case the student can appeal the decision and will have 20 days to do so, he or she must do so via the PSC Grievance Policy. Your contact person Shannon Wilkie has information on this process, email: swilkie@psc.edu.au

Some External Services that may be useful:

Reading and Writing Hotline
Telephone: 1300 655 506
Website: http://www.literacyline.edu.au/index.html
For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy, or if you are receiving these benefits and withdraw your enrolment you must notify your change circumstance.

Legal Aid Victoria
Telephone: 1800 677 402
Website: http://www.legalaid.vic.gov.au
Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Lifeline
Telephone: 13 11 14
Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out
Website: www.reachout.com.au
Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people’s mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Centrelink
If you think you may be eligible for support, contact any Centrelink office for detailed information and application forms or phone 13 24 90 for Austudy and 13 23 17 for Abstudy or visit www.centrelink.gov.au. It is your responsibility to apply for Austudy and/or Abstudy and to notify Centrelink of any relevant changes in your circumstance.

Public Transport Student Concession Card
If you are enrolled in a full-time course you may be eligible for a concession card which entitles you to travel on public transport on a concessional fare. To arrange for your Victorian Public Transport Student Concession Card, you will need to collect an application form from selected stations or the MetShop located at the Melbourne Town Hall. Alternatively you can download the form from: www.metlinkmelbourne.com.au/fores_tickets/concessions/student.s. You must complete and submit this application form along with two colour passport size photographs to the PSC Reception area for validation.

Student Responsibilities
As a PSC student, you are expected to:

- Fully participate in the course and attend all classes. All students must attend all classes and meet the minimum 80% attendance requirement as per the PSC Attendance Policy – this policy requires attendance at all classes in each module and unit. Attendance records are kept for all classes in each unit and module of the course.
- Arrive on time for the commencement of classes. Students are requested not to make appointments for whatever reason during class time.
- Lateness to class may result in a student being marked absent. If students leave class early he or she may be marked absent.
- Any absences must be notified to the relevant teacher prior to the scheduled class and medical certificates must be supplied for periods of absence due to illness.
- Conduct yourself in a courteous and respectful manner to all staff and fellow students at all times.
- Respect the rights and opinions of other students, staff and guests; treat them with fairness and do not offend, embarrass or threaten them. This includes your attitude to them, not making any derogatory comments either about them or their opinions, victimize or harass them and not engaging in any behaviour that limits or reduces the learning opportunities of others.
- Dress in a manner that is neat and does not offend others.
- Obey all laws in relation to Sexual Harassment, Equal Opportunity and Occupational Health and Safety. Serious misconduct will be dealt with in accordance with relevant state or commonwealth laws.
- Take appropriate and reasonable care of all PSC property and equipment
- Follow all safety requirements and procedures as directed by PSC teaching or administration staff
- Comply with PSC’s smoke/alcohol/drug free requirements – no smoking/alcohol/drugs are permitted in any area of the College. The consumption, use, sale of or distribution of alcohol or prohibited drugs by any student is not acceptable. Any student found to be in breach of this requirement is subject to disciplinary action and will be required to attend a disciplinary interview. Suspension or expulsion from the course may result.
- Notify PSC administration of any changes to your personal or contact details.
- Approach and undertake the course with personal commitment and integrity.
- Undertake and complete all course requirements including assessment tasks, learning activities and projects honestly and without plagiarism.
- Ensure that you read and follow the requirements as outlined in each module and unit Session Outline and Learner Guide and Assessment Tasks
- Prepare appropriately for all assessment tasks and industry placement requirements.
• Submit all assessment tasks according to the requirements with the completed and named assessment task sheet.
• Notify PSC if any difficulties arise as part of your involvement in the course.
• Behave responsibly in class - to ensure that all classes are conducted safely and in a way that fosters learning and development for everyone.

Misbehaviour that is deemed unacceptable for an educational setting includes, but is not limited to any behaviour that:
• Is likely to impede the learning of others
• Is likely to be detrimental to the health, safety or welfare of the staff or other students
• Causes damage or likely to cause damage
• May bring PSC into disrepute

**Current Postal Address**

All students must maintain a current postal address during each semester – all students are required to maintain and ensure that the College has your correct and current postal address for each semester as all correspondence including semester results, academic transcripts and statement of attainments will be sent by post to that address. Please note: The College will only post results to the current POSTAL address we have recorded and not to other addresses. Please note this in relation to the Review of Results procedure.

**Student Discipline**

Any student who fails to abide by the above standards of behaviour or any student, who has a complaint lodged about him or her, may be the subject of a Disciplinary Interview. Attendance at a Disciplinary Interview is mandatory for a student. A Disciplinary Interview will be notified in writing at least 1 week prior to the date set down for the Interview and will be attended by two or more PSC staff members. Any student required to attend such an interview may invite another person to attend as well and such person may make representation to the interview on behalf of the student.

A decision may be made to suspend or cancel the enrollment or not reenrol a student on the grounds of misbehaviour, unacceptable behaviour and/or breach of responsible behaviour. The results and outcomes arising out of any disciplinary interview will be conveyed to the student by mail within 5 working days of the completion of the interview.

A student will have the right to appeal a decision made in a disciplinary interview, using the PSC Grievance Policy, and will have 20 days to do so. After that time the decision of the disciplinary interview stands.

**STUDENT PLAGIARISM & CHEATING POLICY**

Plagiarism is the presentation of another person's work, images, ideas, or creations as your own, without acknowledging the original source of the work. This means that you are taking credit for someone else's work. PSC does not condone plagiarism in any form. If you have used someone else's work without acknowledging your source, you have plagiarised. All plagiarism is viewed seriously by PSC and can incur penalties. Any student suspected of plagiarism will be given the opportunity to respond to the allegations in the company of their teacher and/or the Academic Director. If the Academic Director believes that plagiarism has occurred, the student may receive a fail grading for the work in which plagiarism has occurred and may be required to attend a Disciplinary Interview.

PSC has measures in place to detect and prevent plagiarism and cheating amongst its students. All students are required to maintain a Visual Diary in the Visual and Conceptual modules in order to demonstrate the process and development of their photographic work. This must be presented throughout each semester and at each folio assessment as a form of evidence of authorship. Students are also required to reference and acknowledge other peoples work. If teachers/assessors suspect plagiarism or cheating they are required to take action according to this policy.

**SUSPENSION OR CANCELLATION**

PSC may suspend or cancel a student’s enrolment if:
• he or she has been found to be in breach of Commonwealth federal or State laws.
• he or she does not have a current and valid enrolment including up to date tuition fee payments
• he or she has been found to have engaged plagiarism and/or cheating

Suspension or cancellation of your course may affect an International student’s Student Visa and may result in it being cancelled. PSC is required to report to DEEWR/DIAC through PRISMS any international student that withdraws from their enrolled course.

**CRITICAL INCIDENTS**

For full details refer to the PSC Critical Incident Policy. Critical incidents are traumatic events or the threat of such that occur suddenly and unexpectedly which causes students extreme stress, fear, injury or death. They may be an emergency or disaster which affects you the student and/or your friends and/or family. These incidents may occur on campus, off campus and outside normal operating hours. Should you be affected by such an event or incident please contact PSC as soon as practicable after the incident.

In the case of a student being absent from all their classes for 2 consecutive sessions without notification the Communications & Students Officer will endeavour to make contact with the student and if this is not possible with the emergency contact as per the PSC Enrolment Form. If the unexplained absence is deemed to be the result of a critical incident, the relevant critical incident procedure will be implemented.

**PSC’S COMMITMENT TO CONTINUOUS IMPROVEMENT**

PSC has evidence based and outcomes focused approach to maintaining quality practices within the college. Feedback from students, staff and external stakeholders is continuously and regularly gathered, collected and analysed and the outcomes are used to monitor and improve the educational and business outcomes of the college. PSC considers all experiences an opportunity to learn, reflect and improve. Self reflection and evaluation plays a key role in the organisation’s continuous improvement and all students and
staff are actively encouraged to participate in the continuous improvement processes. Feedback allows identification of:

- Areas that need improvement;
- Areas where performance is getting weaker;
- Improvement targets; and
- Whether the improvement plan is working.

Students and prospective students and other stakeholders are invited to provide their feedback informally on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing to the Communications and Students Officers. All feedback received will be used in PSC's feedback and continuous improvement cycle.

PSC students are asked to formally participate in this process at various times throughout the Advanced Diploma of Photography course by completing a range of PSC Student Evaluation forms and at the end of the semester the Quality Indicator Surveys.

**PSC collects various feedback from stakeholders including but not limited to:**

- Student evaluation forms
- Student informal feedback
- Internal reviews that include face to face interviews with teaching staff and support staff
- Mentor feedback
- Industry placement client questionnaire forms
- Face to face between teacher and students
- Informal face to face student and staff meetings
- Grievances, complaints and reviews
- Internal audit reports
- Year level teachers meetings
- Staff meetings
- Staff reviews
- Moderation of student portfolios
- Annual external assessment
- Photography Industry
- Course Advisory Committee
- Other tertiary photographic educators through the Course Advisory Committee

**ACCESS, EQUITY AND ANTI DISCRIMINATION POLICY**

The following is an excerpt of PSC's Access, Equity and Anti discrimination Policy. PSC recognises that adult learning is a need and right for all adults. It exists with a primary commitment to fair access and equity provision of its course and will not discriminate on the basis of age, race, gender, religious orientation, nationality or sexual preference. PSC recognises and values the individual differences of its students and the community and recognises that students come into its programs with personal knowledge and life experiences. PSC promotes an inclusive training environment and recognises that diversity is an opportunity to enrich and extend opportunities for all. A range of course delivery modes is employed at PSC to meet the varying needs of students. Reasonable adjustments will be made to support students with special needs. PSC is committed to the principles and practices of equal opportunity for all its students. In accordance with legislation, no person or organisation will be treated unfairly or discriminated against on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason. PSC creates an inclusive environment for all people regardless of their background by:

- Providing a welcoming and supportive educational environment
- Offering appropriate flexibility in delivery and assessment.
- Providing reasonable adjustments to assessment activities.
- Having clearly outlined selection procedures.
- Determining the needs of all students at interview
- Providing students access to a range of support services.

All students have the right to be treated fairly and with respect. This means we will do our best to ensure that all students learn in a supportive environment which is free from discrimination, harassment or bullying.

Examples of discrimination may include:

- Refusing to provide information to someone
- Taunting or putting down a person because of their ethnicity, colour or race
- Mocking a person's customs or culture

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Images, graffiti or posters which are offensive, obscene or objectionable

Examples of bullying may include:

- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which intimidates
- Overt or passive violent behaviour which threatens a student or staff member

**COURSE DELIVERY**

The Advanced Diploma of Photography course is delivered in face to face mode including classroom based lectures and demonstrations, group tutorial discussions, practical exercises, industry placements, guest lectures and other activities which enable students to achieve their goals. To contextualize the delivery approach – the underpinning philosophy is based on the studio model. Students are immersed in the studio mode of practice in a quest for knowledge and skill development and creative enrichment in order to enhance and extend their communicative and expressive capabilities.

The course is delivered in classes alongside practical exercises in the studio, digital labs and on location. The course is structured so that content for each unit/module is gradually added to previously covered content within the topic to form a holistic view.

Delivery of units/modules is supported by:

- Written handouts
- Visual presentations
- Custom made videos

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1 The studio model of learning and teaching includes creative practice, shared learning, peer/teacher feedback and review and cultural contextualisation.
• Specified textbooks
• Demonstrations
• Field trips
• Gallery visits
• Industry guests and excursions to professional photographic environments
• Guest lectures

Students are also required to attend 173 hours of industry placement/mentor over the second and third years of the course. Students undertake an industry placement in the second year of the course (VBQU405) and in third year are required to source and engage with a photography industry mentor (PSPGOV311).

COURSE ASSESSMENT

Assessment Overview
In accordance with AQTF Standards for Registered Training Organisations, assessment for all units and modules of the Advanced Diploma of Photography utilises the following principles of assessment:

• Validity, meaning that the assessment covers the unit/module requirements and can be supported by evidence.
• Fairness, meaning that the assessment does not disadvantage anyone or any particular group.
• Flexibility, meaning that the assessment reflects student needs and there is opportunity to negotiate certain aspects of the assessment (for example, timing) within the limits of the given assessment requirements.
• Reliability, meaning that the assessment is consistent and accurate.

Assessment strategies are designed for each unit/module to ensure that assessment is a fundamental component of the learning process. Assessment modes for the Advanced Diploma of Photography vary according to the individual units/modules. Assessment is framed in such a way as to deal with the various learning needs of students. PSC will not disadvantage or discriminate against any student on any basis. To ensure this, PSC has developed, the following:

• Clearly set out instructions about the requirements of assessment;
• Clearly defined assessment criteria;
• Clear and easy to follow assessment recording tools;
• A defined format to be used by students to submit their assessment tasks;
• A defined format to be used to provide students with feedback about their assessments; and
• Effective dispute resolution and assessment appeals processes (via our Review of Results procedure and Grievance procedure) which will be used to examine and investigate any issue of unfairness or disadvantage that is identified.

Assessment Methods
Assessment methods include the collection of a broad range of evidence for the assessor to base their decision on. Assessment may include but are not limited to:

• Interview and verbal questioning
• Self reflections
• Assignment/project
• Case study/role play
• Third party verification (eg mentors/clients)
• Workplace performance (industry placements)
• Research or reports
• Portfolios of evidence and creative work
• Written tasks and presentations
• RPL applications

Assessment Validation
PSC ensures all assessors participate in regular validation and moderation activities to ensure their teaching practices and assessment decisions are: consistent between assessors; valid, fair; flexible and reliable and based on evidence that is valid, reliable, sufficient and current. Assessment is validated at PSC via a moderation process. Through the moderation process of the Visual and Conceptual modules, PSC ensures that the assessment is reliable, fair and valid.

Reasonable Adjustment
PSC assessment is student centred in its focus and allows for reasonable adjustment in approaching assessment. It is an iterative process relying on continuous feedback and review of output. Wherever possible, teachers/assessors will make reasonable adjustments to learning and assessment processes to ensure that all students are treated equally that no person is disadvantaged.

Assessment processes may be reasonably adjusted for the following:

• Students with English as a second language
• Students with literacy or numeracy difficulties
• Students experiencing difficult circumstances
• Indigenous students
• Students with disability and/or medical conditions

Reasonable adjustment may mean:

• Adjusting the delivery arrangements of the course
• Making changes to the assessment arrangements.
• Making changes to the way evidence for assessment is gathered.

Information about Assessment
To enable students to prepare appropriately for all assessment requirements, students will be informed of the assessment arrangements for each unit/module. Information about each unit/module assessment is provided at the commencement of each unit/module by issuing the Learner’s Guide and the Assessment Tasks. Students are always provided with advanced advice about the arrangements, context and purpose of all assessment tasks as well as the performance criteria against which they are being assessed. Students receive a Learner’s Guide that forms the basis of the outcomes for each unit/module. In addition, they also receive a Session Outline that shows the weekly details of each unit/module content and delivery. Assessments are summarised in the Learner’s Guide, due dates are detailed in the Session Outlines and individual Assessment Task sheets are issued for each unit/module.

Examples of difficult circumstance may include but are not limited to: severe family disruption including dealing with alcoholism or drug addiction; long term illness of a family member; divorce/separation of parents including changed living conditions; death of an immediate family member or friend; natural disasters such as drought, bushfire or flood. This is in no way an exhaustive or prescriptive list. It is provided only as a guide to the kind of circumstances a teacher/assessor may be required to consider.
Feedback
Following any assessment task, feedback, both written and verbal, is provided to students about the outcomes of the assessment process. Students will be given constructive feedback from their assessor on the outcomes of assessment and on opportunities for further development whenever it is identified.

Submission Requirements
Submission dates for all assessment tasks for each unit and module of the course must be strictly adhered to – please note non submission will result in a fail grading. If a student is experiencing difficulty or illness he or she must speak to their teacher and seek an extension on the given submission date. Meeting deadlines is an essential part of this course and an essential requirement of the photography industry. Assignment submission dates are noted in the Session Outlines.

Extensions
Extensions are to be applied for no later than 7 days prior to the submission deadline. The appropriate Extension Forms must be completed, dated and signed by yourself and your teacher. A copy of the extension application will be kept in your file. Submissions must be received by the Revised Submission Date on the Extension Form. If the required submission is not received by the revised submission date a fail grade will result. The student will then be required to repeat the module or unit. Please note: Advanced Diploma level external assessment – as this is a panel assessment no extensions will be granted.

Assessment Appeals
Students can appeal an assessment decision up to thirty (30) days after the issuing of results. Assessment appeals can be made using the Review of Results procedure or the Grievance Handling Policy and Procedure.

Review of Results
All students receive a Statement of Attainment by mail, each semester. Any request for a review of results must be submitted in writing within 30 days of the date of postage of results, after that time no further review of results will be entered into or considered. The request must be addressed to the Administration & Assessment Officer email: studentservices@psc.edu.au.

The Administration & Assessment Officer will raise the request with the appropriate Extension Forms must be managed, who may decide (according to the nature of the review request) to view the review as a grievance thus implementing the Grievance policy or convene the Course Progress Committee. The student will be advised accordingly of the course of action. If the decision is made to convene The Course Progress Committee the student may be required to attend a meeting of same with a view to resolving the matter. If a further/additional assessment is deemed to be required by the Course Progress Committee the Administration & Assessment Officer will organise same and inform the student. The student will be notified of the outcome of the review in writing within 14 working days.

Assessment in the vocational education & training sector is largely competency based. However, as part of our formal agreement with RMIT University, PSC is committed to graded assessment. Modules and units for each semester or stage of the course will be marked out of 100.

Students’ results will be recorded as grades. Refer to Learner Guides.

ACADEMIC PROGRESS
Being enabled to proceed to the next level of the course in no way implies or infers that all modules and/or units have been completed or passed for eligibility for the Advanced Diploma qualification. Students may be deemed ineligible for the Advanced Diploma if they have failed folio modules or units more than twice. The Course Progress Committee will meet and call on the required teacher and student for information in making any relevant decision in this matter.

Course Progress Committee
PSC has a Course Progress Committee which oversees the progress of students. This committee convenes twice yearly to receive results from the Administration & Assessment Officer and meets with students as required. If a student has unsatisfactory progress they may be required to meet with the Course Progress Committee and their eligibility to proceed discussed and reviewed.

Academic Progress for International Students
International students are required to maintain satisfactory course progress throughout the duration of the course – unsatisfactory course progress (without compassionate or compelling circumstances) in consecutive semesters of a year may result in the student being reported to DEEWR.Level meetings involving teachers and the Academic Director, Director Communications & Students will occur regularly throughout the semester. At these meetings all matters concerning your course progress will be discussed. If you are deemed to be “at risk” in any course progress areas, you will be required to meet with the teacher/s concerned and Communications & Students staff for a counselling session and to implement the appropriate intervention strategy. At the conclusion of each semester you will receive a report on your academic progress and an Academic Transcript. You are always encouraged to contact your individual teachers or your relevant Student Contact staff member, if you are experiencing any difficulties in your course or require extra assistance. You are reminded that you are not able to repeat a module or unit more than once. Also you are required to complete your course within the expected duration.

INTERNATIONAL STUDENTS
Deferral of studies (for a maximum of 28 days) may be permitted only in compelling or compassionate circumstances such as serious illness or death in the family. Evidence of such circumstances will be required. Students must firstly discuss any such circumstances with the Communications & Students Officer. Any permission given to defer studies in such circumstances may affect a students’ student visa. If a student applies to defer studies for a longer time period than that mentioned, the student will be required to suspend his or her studies and will be expected to depart Australia. The suspension of studies must be notified to DEEWR and will cancel the students’ student visa.
AWARDING OF ADVANCED DIPLOMA – ISSUE OF QUALIFICATION

In order to be eligible for the Advanced Diploma of Photography qualification, students are required to successfully complete and pass:

- All modules and units in each of the six levels of the course.

Students must successfully complete and pass all modules and units for each level of the course to be eligible for the Advanced Diploma of Photography qualification. If a student fails a module or unit, that module or unit must be repeated and students are required to enrol and repeat that module or unit at the applicable fee rate. Students may not be accepted into the Advanced Diploma level of the course if they have not successfully completed and passed all previous levels. Advanced Diploma level major stream modules are assessed by a PSC assessor, an external academic assessor and an external industry assessor.

The graduation ceremony conferring the Advanced Diploma of Photography qualification is held in May or June of each year and these dates may vary.

PSC will issue to students whom it has assessed as competent in accordance with the requirements of the Advanced Diploma of Photography, a qualification or statement of attainment (as appropriate) that:

- Meets the requirements of the Australian Qualifications Framework (AQF);
- Identifies PSC by its national provider number from the National Training Information Service;
- Includes the Nationally Recognised Training (NRT) logo in accordance with its current conditions of use.
- All Statements of Attainment and Qualifications issued by PSC for nationally recognised training will be in accordance with its Scope of Registration.

Professional Membership

Graduates of the Advanced Diploma of Photography are eligible to apply for full membership of the following Australian professional bodies:

- AIPP Australian Institute of Professional Photographers
- ACMP Advertising, Commercial and Magazine Photographers
- MEAA Media Entertainment and Arts Alliance
- APA Australian Photojournalists Association
- NAVA National Association of Visual Arts

PRIVACY AND PERSONAL INFORMATION PROCEDURES

PSC will use your name and address, email address for communication purposes. This may be to send out information about PSC news, your course, enrolment, results and invoices.

Policy

In the course of its business Photography Studies College (PSC) may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. PSC may also record various communications that students or potential students have with us. In collecting personal information PSC will comply with the privacy requirements of the Higher Education Support Act 2003 and the information privacy principles set out in the Privacy Act 1988.

Procedures

Collection and use of personal information

PSC will only collect personal information by fair and lawful means which is necessary for the functions of the PSC and is committed to ensuring the confidentiality and security of the information provided to us. The personal information supplied by individuals to the PSC will only be used to provide information about study opportunities, to enable efficient course administration, and to maintain proper academic records. If an individual chooses not to give the PSC certain information then we may be unable to enrol the individual in a course or supply them with appropriate information.

Disclosure of personal information

Personal information about students studying with PSC (including international students) may be shared with the Australian Government and designated authorities, including 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 of a student visa condition.

The PSC will not disclose an individual’s personal information to another person or organisation unless:

a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
b) the individual concerned has given written consent to the disclosure;
c) the PSC believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
d) the disclosure is required or authorised by or under law; or
e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, PSC shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Commonwealth assistance

Personal information may be collected so that the PSC can assess an individual’s entitlement to Commonwealth assistance under the Higher Education Support Act 2003 and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). The PSC will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes. DEEWR will store the information securely in the VET FEE-HELP IT System (VITS). DEEWR may disclose information to the Australian Taxation Office. Personal information gathered for these purposes will not otherwise be disclosed without the individual’s consent unless required or authorised by law.
Security of personal information
The PSC 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.
The PSC will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure.

Right to access and correct records
Individuals have the right to access or obtain a copy of the personal information that the PSC holds about them. Requests to access or obtain a copy of personal information must be made in writing.
There is no charge for a student to access personal information that the PSC holds about them; however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

GRIEVANCE HANDLING POLICY AND PROCEDURE
PSC encourages those with concerns to raise these with an open mind and to attempt to resolve any problems initially through discussion and conciliation. If a student has any concerns regarding the course delivery, assessment or the quality of teaching, please discuss this with the relevant teacher in the first instance. If the concern is about results please contact the Assessment & Administration Officer: studentservices@psc.edu.au
If the concern is not resolved at this point or is about another matter the student should make an appointment with Shannon Wilkie swilkie@psc.edu.au
If the concern/s are not satisfied in these initial discussions, the student may wish the matter to become a formal grievance issue.

(For Academic and Non Academic Matters)
Policy
Photography Studies College (PSC) is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible and offered to all complainants at no charge.
PSC aims to:
• Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
• Set in place a grievance handling system that is client focussed and helps PSC to prevent grievances from recurring;
• Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
• Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
• Ensure that there is a consistent response to grievances.
A grievance can be defined as a person’s expression of dissatisfaction with any aspect of PSC’s services and activities, such as:
• academic matters, including:
  • student progress
  • assessment
  • curriculum and awards in a VET course of study
  • the quality of education provided
• non academic matters, including:
  • the enrolment, induction/orientation process
  • handling of personal information including information collected for the purposes of VET FEE - HELP and repayment of VET FEE - HELP Loans
  • access to personal records
  • the way someone has been treated
This Policy and Procedure is designed to ensure that PSC responds effectively to individual cases of dissatisfaction.
This Policy and Procedure will be made available to all students (or those seeking to enrol) regardless of the location of the campus at which the grievance has arisen, the mode of study or place of residence.
In relation to non-academic matters, these procedures apply to students who are, or would be, entitled to VET FEE-HELP assistance as well as persons seeking to enrol with PSC in a VET unit of study that meets the course requirements who are, or would be, entitled to VET FEE-HELP assistance.
In relation to academic matters, these procedures apply to students who are, or would be, entitled to VET FEE-HELP assistance.
This policy does not apply to international students.

Before an issue becomes a formal grievance
Students (or persons seeking to enrol with PSC) are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. PSC’s Communications & Student Officers are available to assist students to resolve their issues at this level.
All records of such conversations are recorded on the TEAM’s student management data base by the Communications & Student Officers.

Formal Grievance Procedure
This formal procedure can be utilised by students, including potential students, enrolled, or seeking to enrol in a course with PSC to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Grievances of a non-academic nature cover all other matters including complaints in relation to personal information that PSC holds in relation to the individual. All steps in this procedure are logged in PSC’s Complaints Register which is formally reviewed by management as part of its continuous improvement processes.
During all stages of this procedure PSC will take steps to ensure that:
• the complainant and the respondent will not be victimised or discriminated against;
• the complainant has an opportunity to formally present their case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings;
• a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or the respondent;
• where the internal or external complaint handling or appeal process results in a decision that supports the complainant, PSC will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome;
• there is no cost to the complainant for utilising this grievance and appeals process.
Stage one – formal grievance:
Formal grievances must be submitted in writing to the relevant Communications & Student Officers. Receipt of the grievance will be acknowledged within five working days and the complaints process will commence within ten days of the receipt of the written complaint and all reasonable measures will be taken to finalise the process as soon as practicable.

The Communications & Student Officers will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Communications & Student Officers, will then endeavour to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

Stage two – internal appeal:
If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with Director Communications & Students (who is senior to the original decision maker). An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten working days. Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the Director Communications & Students (or nominee) will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Stage three – external appeal:
If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to PSC that they wish the matter be dealt with through an external dispute resolution process facilitated by an external mediator.

PSC will then advise the external mediator in writing of the request within five working days.

The external mediator will arrange for a Round Table Discussion (RTD) to be held between PSC and the complainant within ten working days of the written notification from PSC. The complainant or the respondent may ask another person to accompany them to meetings with the external mediator or the mediator.

PSC will bear any costs associated with the mediation.

Contact Details for the external mediator:
EdMediation
Education Dispute Mediators
Level 4, 488 Bourke Street, Melbourne, Victoria. 3000

The external mediator will report to PSC’s Director Communications & Students or their nominee, the outcome of the mediation, including any recommendations arising, within fourteen days of the completion of the review.

Once the Director Communications & Students, or their nominee, receives the report of the outcomes from the RTD or independent mediation, they will provide a written report to the complainant within ten working days on the recommended actions to resolve the grievance.

PSC agrees to be bound by the independent mediator’s recommendations and the Director Communications & Students, or their nominee, will ensure that any recommendations made are implemented within thirty days of receipt of the mediator’s report.

Other relevant contacts
ASQA Info line on 1300 701 801 or email complaintsteam@asqa.gov.au

Enrolment status
Where a student chooses to access this Policy and Procedure, PSC will maintain the student's enrolment while the grievance handling process is ongoing.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this Policy and Procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Record keeping & confidentiality
A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Director Communications & Students.

All records relating to complaints will be treated as confidential and will be covered by PSC’s Privacy and Personal Information Policy.

REFUND POLICY
Refund Policy for Eligible Students enrolled in VET FEE-HELP enabled Courses. This policy details the requirement under HESA for all eligible students enrolled in VET FEE HELP courses. It aims to provide a fair and transparent policy for students who withdraw from such courses at Photography Studies College (PSC).

This refund policy is applicable to Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in a VET FEE-HELP enabled course offered by Photography Studies College (PSC).

In the event of a student withdrawing from a VET unit of study up to and on the census date* for that unit of study:
- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:
- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

* A census date that is no earlier than 20% of the way through a VET unit of study will be set by PSC for each VET unit of study. The PSC will ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Administration Guidelines.
Refunds will be made within 28 days of the census date of the VET unit of study to which the withdrawal applies.

Special Circumstances
A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a FEE-HELP Balance.

STUDENT REVIEW PROCEDURES FOR RE-CREDITING A FEE-HELP BALANCE

PSC will conduct this procedure in compliance with Schedule 1A of the Higher Education Support Act 2003 and the VET Provider Guidelines.

For the purposes of this procedure a student is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a VET FEE-HELP enabled course with PSC.

PSC will:
- set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study;
- ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Administration Guidelines;
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

If a student who has requested VET FEE-HELP assistance withdraws from a VET unit of study on or before the census date for that VET unit of study, the student will not incur a VET FEE-HELP debt for that VET unit of study.

If a student who has requested VET FEE-HELP assistance withdraws from a VET unit of study after the census date for that VET unit of study, the student will incur a VET FEE-HELP debt for that VET unit of study.

Re-crediting a student’s FEE-HELP balance
If a student withdraws from a VET unit of study after census date, or has been unable to successfully complete a VET unit of study, and believes this was due to special circumstances then the student may apply to have their FEE-HELP balance re-credited for the affected units.

PSC will re-credit the student’s FEE-HELP balance if it is satisfied that special circumstances apply that:
- are beyond the student’s control; and
- did not make their full impact on the student until on or after the census date for the VET unit(s) of study in question; and
- make it impractical for the student to complete the requirements for the VET unit(s) of study in question.

PSC will re-credit the student’s FEE-HELP balance if it is satisfied that special circumstances apply that:
- are beyond the student’s control; and
- did not make their full impact on the student until on or after the census date for the VET unit(s) of study in question; and
- make it impractical for the student to complete the requirements for the VET unit(s) of study in question.

PSC will be satisfied that a student’s circumstances are beyond the student’s control if a situation occurs that a reasonable person would consider is not due to the person’s action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Each application will be examined and determined on its merits by considering a student’s claim together with independent supporting documentation substantiating the claim.

Initial applications for the re-crediting of a student’s FEE-HELP balance are to be made, in writing, to PSC’s VET FEE-HELP Administrator and sent to:
VET FEE-HELP Administrator
Photography Studies College
65 City Rd
Southbank 3006

The procedure for the re-crediting of a FEE-HELP balance is as follows:
(a) when a student withdraws from a VET unit of study, PSC shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;
(b) when a student fails to meet the requirements of a VET unit of study, PSC shall confirm the failure by giving notice to the student in writing of the final result for that VET unit of study after results for the VET unit of study have been properly approved;
(c) the student must apply in writing to the VET FEE-HELP Administrator within 12 months from the date specified in the notice as the day of withdrawal or the date of receiving their final results for the VET unit of study. PSC may exercise its discretion to waive this requirement if in its opinion it was not possible for the application to be made before the end of the 12 month period;
(d) The VET FEE-HELP Administrator shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
(e) The VET FEE-HELP Administrator shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome.

The VET FEE-HELP Administrator will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student’s case. If a decision is made to re-credit the student’s FEE-HELP balance, PSC will notify DEEWR and will repay to the Commonwealth any VET FEE-HELP assistance received on the student’s behalf and the student’s VET FEE-HELP debt for those VET units of study will be removed.

Review of a decision
If a student is not satisfied with the decision made by the VET FEE-HELP Administrator in relation to re-crediting their FEE-HELP balance they may request a review of the decision.

The review shall be carried out by the Review Officer who is PSC’s General Manager and is senior to VET FEE-HELP Administrator.

Any such request must be submitted to the Review Officer in writing and:
(a) must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period;
(b) must specify the reasons for making the request; and
(c) sent to:  Review Officer  
Photography Studies College  
65 City Rd  
Southbank 3006

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal for a review of the decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:
(a) seek all relevant information from the person who made the original decision;
(b) review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer’s decision;

The Review Officer may:
(a) confirm the decision;
(b) vary the decision; or
(c) set the decision aside and substitute a new decision;

The Review Officer will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the written notice of the decision of their right to apply to the Administrative Appeals Tribunal for a review of the decision and will be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal in the form that follows:

If you wish to further appeal this decision you may lodge an appeal with the Administrative Appeals Tribunal (AAT). As at 1st July 2009 the fee to lodge an application with the AAT for the review of a decision was $682 (GST exempt). The contact details for the AAT are:

Administrative Appeals Tribunal  
Level 16, HWT Tower, Southgate  
40 City Road  
Southbank VIC 3006  
Telephone (03) 9282 8444

You can also find further information on the AAT on its website: www.aat.gov.au

Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal for consideration of PSC’s decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to PSC either in the original application or the request for review.

STATEMENT OF VET TUITION ASSURANCE

The Statement of VET Tuition Assurance is published on PSC’s web site.

LEGISLATIVE AND REGULATORY REQUIREMENTS

PSC is bound by and operates within the following legislative and regulatory requirements:

Occupational Health and Safety

Workplace Harassment, Victimisation and Bullying
Workplace Relations Act 1996
General Workplace Relations and Other Legislation Amendment Act 1996

Anti-discrimination, including Equal Opportunity, Racial Vilification, Disability Discrimination
Equal Employment Opportunity (Commonwealth Authorities) Act 1987
Equal Employment Opportunity for Women in the Workplace Act 1999
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Disability Discrimination Act 1992

Vocational Education and Training
Australian Quality Training Framework 2007
Education Services for Overseas Students Act 2000
Vocational Education and Training Act 1990 Part 2