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Photography Studies College (Melbourne)
Bachelor of Photography

Student Handbook 2017

Photography Studies College (Melbourne)

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PSC'S MISSION AND PURPOSE

Welcome to Photography Studies College (Melbourne)(PSC), a tertiary educational institution focussed on providing a high quality teaching and learning experience.

We offer our students a learning experience that emphasises intellectual inquiry and reflection on practice, and a learning environment in which they can explore and develop their capacity to be citizens, visual communicators and photographers.

Our focus on creativity and innovation is integral to all we do.

We encourage our students to engage with the meaning, politics and philosophies of visual representation. We want them to be independent thinkers. We expect commitment from our students but in turn will ensure that learning is engaging, enjoyable and challenging. We believe in the importance of involving the whole person in the learning process.

As an educational institution we model professional photographic practice and continually seek opportunities to integrate learning with work and engagement with community.

PURPOSE OF THE STUDENT HANDBOOK

The Student Handbook together with the Course Guide and the website provides you with a comprehensive suite of information about what you need to know while studying. It is important that you take the time to read through all this information thoroughly to make sure you understand all the expectations and requirements relating to your studies at PSC.

Do not hesitate to contact the Communications & Students Officer if you have any queries or questions.

YOUR PSC CONTACT: COMMUNICATIONS & STUDENTS OFFICER

You can contact the Communications & Students Officer, email: info@psc.edu.au or phone 9682 3191 or via appointments made at reception

The Communications & Students Officer is located on level 1 of 65 City Rd.

They are the initial point of contact for all students from information through to general course discussion, enrolment information, FEE-HELP, career questions, forming strategies to assist with financial difficulties, referral to learning support, referral to professional counsellor, accommodation information, information

about access, equity and antidiscrimination issues, grievances and general support while at PSC.

PSC POLICIES AND PROCEDURES:

PSC is committed to maintaining the highest quality in education provision and have developed policies and procedures to ensure best practice across all aspects of operations. You should be aware of, and adhere to current institutional policies and procedures. The following policies and procedures are noted here and throughout this handbook and can be viewed in detail on the website at www.psc.edu.au/policies

PSC Access, Equity and Anti- Discrimination Policy

PSC Disability Policy

PSC Sexual Harassment Policy

PSC Preventing Bullying Policy

PSC Student Application and Admission Policy

PSC Fair Treatment and Equal Benefits and Opportunity Policy PSC RPL and Credit Transfer Policy

PSC Refund Policy for Eligible Students Enrolled in a FEE-HELP Enabled Course Policy

PSC Student Review Procedures for Re crediting a FEE-HELP Balance Policy

PSC Student Conduct Policy

PSC Academic Integrity Policy

PSC Student Access to Records Policy

PSC Student Consultation and Support Policy

PSC Course Quality Control & Review Policy

PSC Grievance Handling Policy and Procedure for Academic and Non Academic Matters Policy

PSC Intellectual and Academic Freedom Policy

PSC Intellectual Property Policy

PSC Plagiarism Policy

PSC Assessment Policy

PSC Academic Appeals Policy

PSC Student Progress and Exclusion Policy

PSC Course Completion & Graduation Policy

PSC Records Management Policy

PSC Student Records Management Policy

PSC Privacy and Personal Information Policy

PSC Security of Information Policy

PSC Use of Information and Communications Technology Policy

ACCESS, EQUITY AND ANTI-DISCRIMINATION

PSC is committed to the principles of equal opportunity, the promotion of a non-discriminatory and inclusive environment for students, staff and others and a culture free of harassment, discrimination and bullying. Refer to the *PSC Access, Equity and Anti-Discrimination Policy* and this should be read in conjunction with the *PSC Disability Policy*, *PSC Sexual Harassment Policy* and *PSC Preventing Bullying Policy*.

STUDENT APPLICATION AND ADMISSION

PSC is committed to ensuring a balance is met between upholding the principles of fairness and equal benefits and opportunity and student merit in student application and admissions. PSC will ensure that all prospective and admitted students are made aware of the requirements and obligations of applying and being admitted as a student to PSC.

The *Student Application and Admission Policy* provides full details and should be read in conjunction with the selection procedures stated in the *PSC Fair Treatment and Equal Benefits and Opportunity Policy*.

RECOGNITION OF PRIOR LEARNING (RPL) AND/OR CREDIT TRANSFER

PSC does not expect students to repeat learning that has been successfully completed at a similar level and standard elsewhere, where that work is substantially the same in content and standard as that required for the student's course at PSC. Two types of learning may be recognised to enable students to gain credit towards their course at PSC these are:

- Recognition of Prior Learning (RPL)
- Credit Transfer

Details of the policy and procedures relating to RPL and Credit Transfer applications are explained at enrolment and contained in the *PSC RPL and Credit Transfer Policy*.

ENROLMENT

Once a student has been offered a place from VTAC, they are required to attend PSC on specific enrolment days and complete the PSC Enrolment Form which confirms their acceptance of a place and agreement to the Terms and Conditions of Enrolment. Students who accept an offer of a place elect their tuition payment option at enrolment.

PSC STUDENTS ENROLMENT CHECKLIST

All students are required to sign and acknowledge the PSC students' enrolment checklist at enrolment. Students are expected to acknowledge that they have received and understood the above information including the terms and conditions of enrolment and understand that it is their responsibility to read and become familiar with PSC Policies and Procedures.

TUITION FEES AND CHARGES

Students are able to study at PSC in a fee paying place where tuition fees are payable annually. All prospective students should peruse the Tuition Fee schedule for the relevant year and period of enrolment available in each information package and on the website.

Students may choose to pay tuition fees in one of the following ways:

- Pay the full tuition fee upfront to PSC as per the Tuition Fee Schedule
- Pay a part of the tuition fee upfront to PSC and request a FEE-HELP loan for the balance of the tuition fees as per the Tuition Fee Schedule
- Request a FEE-HELP loan for the full amount of the tuition fees

Please note: No fees or charges other than tuition are levied for the Bachelor of Photography course. If you experience difficulty paying tuition fees, you should consult the Communications & Students Officer.

FEE HELP

Eligible students may apply for a FEE-HELP loan for tuition fees only, through the Commonwealth Government. This loan doesn't cover other expenses such as equipment and material expenses, accommodation, living expenses or other expenses that a student may incur. Students will commence repaying their FEE-HELP debt via the Australian Tax Office once their income reaches the minimum threshold for compulsory repayment.

Eligibility for FEE-HELP

This loan scheme is available for Australian Citizens or holders of a permanent humanitarian visa who are enrolled in the Bachelor of Photography.

Further information regarding FEE-HELP is available from the Department of Education, Employment and Workplace Relations website: www.deewr.gov.au

REFUND POLICY FOR ELIGIBLE STUDENTS ENROLLED IN A FEE-HELP ENABLED COURSE

This policy is applicable to all domestic students irrespective of whether the students choose to access FEE-HELP for their tuition fees.

In the event of a domestic student withdrawing from a 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 FEE-HELP debt
- no fine or penalty will be imposed for withdrawal from studies prior to the census date

In the event of a student withdrawing from a unit of study after census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a FEE-HELP debt.

* A census date that is no earlier than 20% of the way through a subject will be set by PSC for each unit of study. PSC will ensure that all students are informed of the census date for each unit of study in the manner and by the date prescribed in the relevant Administration Guidelines issued by the Commonwealth Department.

Refunds will be made within 28 days of the census date of the unit of study to which the withdrawal applies.

This policy is also available at www.psc.edu/policies

Special Consideration

A student who withdraws after the census date for a unit of study and who has incurred a FEE-HELP debt, may apply for special consideration in line with the *PSC Student Review Procedures for Re-crediting a FEE-HELP Balance Policy*.

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

PSC will conduct this procedure in compliance with the Higher Education Support Act 2003 and the appropriate Administrative Guidelines issued by the Commonwealth Department.

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

PSC will:

- set a census date for each unit of study that is no earlier than 20% of the way through the unit of study;

- ensure that all students are informed of the census date for each unit of study in the manner and by the date prescribed in the 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 FEE-HELP assistance withdraws from a unit of study on or before the census date for that unit of study, the student will not incur a FEE-HELP debt for that unit of study.

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

Re-crediting a student's FEE-HELP balance

If a student withdraws from a unit of study after census date, or has been unable to successfully complete a 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 unit of study.

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 unit(s) of study in question; and
- make it impractical for the student to complete the requirements for the 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 FEE-HELP Administrator and sent to:

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 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 unit of study, PSC shall confirm the failure by giving notice to the student in writing of the final result for that unit of study after results for the unit of study have been properly approved;
- (c) the student must apply in writing to the 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 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 FEE-HELP Administrator shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
- (e) The 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 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 FEE-HELP assistance received on the student's behalf and the student's FEE-HELP debt for those units of study will be removed.

Review of a decision

If a student is not satisfied with the decision made by the 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 Director Communications & Students and was not involved in the original decision and is senior to 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:

Director Communications & Students
Photography Studies College
65 City Rd
Southbank 3006

Registry and the approximate costs

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 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 2010 the fee to lodge an application with the AAT for the review of a decision was \$777.00 (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.

EQUIPMENT REQUIREMENTS

All students will require a digital SLR camera in order to undertake the course. PSC does not sell cameras. A guide to suitable cameras and retailers is available on our website.

CURRENT POSTAL ADDRESS

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 results, 'at risk' letters and academic transcripts 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.

STUDENTS RIGHTS AND RESPONSIBILITIES

PSC believes all students have a responsibility to be supportive of others and treat them fairly and with respect. Students have a responsibility to conduct themselves appropriately in accordance with the *PSC Student Conduct Policy* and the *PSC Student Code of Conduct* as stated in this handbook. PSC will ensure its students uphold the values of academic integrity described in the *PSC Academic Integrity Policy* and *PSC Plagiarism Policy*.

PSC STUDENT CODE OF CONDUCT

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 minimised
- Have their personal details and records kept private and secure according to the *PSC Privacy and Personal Information Policy* and the *PSC Security of Information Policy* and the *PSC Students Records Management Policy*.
- Access the information the organisation holds about them via the *PSC Student Access to Records Policy*

- Be given clear and accurate information about their course, each subject, assessment requirements and their course progress.
- All students have the right to appeal academic matters, including student progress, results and assessment, curriculum and awards in a course of study and the quality of education provided by the *PSC Academic Appeals Policy*
- Provide feedback and participate in the Student Evaluations as per the *PSC Course Quality Control & Review Policy*
- Have their grievances and concerns dealt with fairly, promptly, confidentially and without retribution according to the *PSC Grievance Handling Policy*
- All students will retain intellectual property and copyright to images they produce in the course refer to the *PSC Intellectual Property Policy*
- Receive the guidance consultation and support to effectively participate in the course

Student Consultation and Support

For full details refer to the *PSC Student consultation and Support Policy*. PSC is committed to ensuring that all students receive adequate support throughout their course to ensure that their full potential is reached.

This support includes but is not limited to course advice and support, academic consultations, learning and technology support, student welfare and professional counselling and career guidance and how to access these services. All student support is provided in accordance with the *PSC Privacy and Personal Information Policy*.

Together with this handbook, students are informed at enrolment, orientation and with updates via email through the student management system of the range of student support available. Student support includes discussions, referrals to the professional counsellor, student consultation appointment times with the teaching staff and/or the Learning Support Teacher, career support consultations and technology support.

An integral aspect of student support is PSC's At Risk Procedure. PSC will identify students "at risk" of unsatisfactory performance either through their non-attendance and/or academic performance. These identified students will be informed they are "at risk" and contacted in order to arrange an appointment consultation with either the Communication & Students Officer and/or a relevant teacher to clearly understand the reason(s) they are "at risk".

At this appointment consultation the requirement and implementation of further support services will be discussed.

It is the student's responsibility to attend any further consultation appointment sessions identified as necessary.

Communications & Students Officer

The Communications & Students Officer is available for the following:

- referral to the Learning Support Teacher
- referral to professional counsellor for but not restricted to relationship issues, homesickness, grief, stress and coping, personal problems, drug & alcohol problems
- providing course information/advice
- providing career information/advice
- providing enrolment information/advice
- forming strategies to assist with financial difficulties
- accommodation information and advice
- advice on student conduct
- advise on course completion & graduation
- advise on academic grievance handling
- advise on non-academic grievance handling
- grievance issues
- assisting students in dealing with personal issues that may be affecting academic performance

Professional Counsellor

Access to a professional counsellor for but not restricted to relationship issues, grief, stress and coping, personal problems, drug & alcohol problems.

Academic Consultations

- All teaching staff are available for individual academic student appointment consultations at times notified on the teaching staff office door.
- Students can also email request for an academic appointment consultation via the email address noted on each subject outline.
- Students can request that the Communications & Students Officer make an academic consultation appointment with a member of the teaching staff.

Learning Support Consultation

Students may be identified as requiring learning support with the Learning Support Teacher in the following ways for the following assistance with organisational skills, time management skills, study skills, writing skills, research skills

- the "at risk" of unsatisfactory performance procedure,
- referral from another member of the teaching staff,

- student self-referral,
- learning support identified at selection interview,
- referral via the Communications & Students Officer

The Information and Resource officer provides advice on information and resource services and will assist with research/information literacy skills as required. Students are also familiarised with the State Library of Victoria and MCC library facilities, given their close proximity.

Technology Support

Students book into supervised access in the digital labs and/or studio at allocated times for this supervised access support. Students may be identified as requiring technology support via:

- the "at risk" of unsatisfactory academic progress procedure,
- referral from another member of the teaching staff,
- student self-referral,
- learning support identified at selection interview,
- referral via the Communications & Students Officer

Career Support

PSC's Industry Liaison Teacher is available for appointment consultation with students regarding career information.

Student Responsibilities

As a PSC student, you are expected to:

- Fully participate in the course and attend all classes.
- Arrive on time for classes.
- Notify absences prior to class.
- Conduct yourself in a courteous and respectful manner to all staff and fellow students.
- 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.
- Notify PSC of any changes to your personal contact details.
- Approach and undertake the course with personal commitment and integrity.
- Behave responsibly in class – to ensure that all classes are conducted safely and in a way that fosters learning and development for everyone.

- Undertake and complete all course requirements including assessment honestly and without plagiarism.
- Take responsibility for your own actions, especially in group or collaborative work, and develop your own professional values and ways of working.
- Develop personal strategies to resist practices that may interfere with academic honesty and integrity.
- Dress in a manner that is neat and does not offend others.
- Obey all laws in relation to Sexual Harassment, Access and Equity, and all Occupational Health and Safety.
- Take appropriate and reasonable care of all PSC property and equipment
- Follow all safety requirements and procedures as directed by PSC teaching and/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.
- International students must notify any absence to the Communications & Students Officer.

Misbehaviour/Misconduct

PSC has determined specific behaviours against which it will take action.

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's academic credibility and/or reputation into disrepute
- Serious misconduct will be dealt with in accordance with relevant state or commonwealth laws.

Any student who fails to abide by the standards of behaviour or any student, who has a complaint lodged about him or her, may be the subject of a Disciplinary Interview.

DISCIPLINARY INTERVIEW

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 enrolment 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 Handling Policy and Procedure* and will have 20 days to do so. After that time the decision of the disciplinary interview stands.

CRITICAL INCIDENT

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 Enrolment

Form. If the unexplained absence is deemed to be the result of a critical incident, the relevant critical incident procedure will be implemented.

ACADEMIC INTEGRITY

Refer for full details to the *PSC Academic Integrity Policy*, the *PSC Intellectual and Academic Freedom Policy* and the *PSC Intellectual Property Policy*.

Academic integrity is integral in an academic environment. Without honesty and trust, true academic discourse becomes impossible, learning is distorted and the evaluation of student progress and academic quality is seriously compromised. PSC supports and fosters academic integrity and is committed to:

- Assuring its academic credibility and reputation

- Protecting the standards of the awards that PSC students earn
- Ensuring that our students receive due credit for the work they submit for assessment
- Protecting the interests of students
- Advising students of the need for academic integrity and guiding them towards best practice in studying and learning
- Educating students about what intellectual property is, why it matters, how to protect their own and how to legitimately access other people's work.

INTELLECTUAL PROPERTY

Refer for full details to the *PSC Intellectual Property Policy*. Students will retain intellectual property and copyright of all images they produce in the course. Permission to reproduce images is gained via the PSC Permission Form Images and where relevant the PSC Model Release Form.

PLAGIARISM

Refer for full details to the *PSC Plagiarism Policy*.

Student plagiarism and cheating in any form are unacceptable and will be treated seriously by PSC.

Plagiarism means to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Cheating

Cheating is an act of deception in assessment.

All students are required to maintain a visual diary as a record of their research, processes and visual practice. This diary is required to be shown in class and used as evidence of the development and authorship of their work. Students are required to reference, cite and acknowledge their sources at all times.

For all assessments submitted, students are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of their work.

A student found to have plagiarised and/or cheated will be given an opportunity to respond to the allegations and will be dealt with through the *PSC Student Conduct Policy*.

A record of the student's involvement in plagiarism or cheating will be retained on the Plagiarism Register and in their Student Record while still enrolled in any course.

Teaching staff will have access to this information when considering any subsequent allegations of misconduct.

COURSE ASSESSMENT

Refer for full details to the *PSC Assessment Policy (Higher Ed version)*.

PSC is responsible for academic standards and quality for all its programs. We will ensure academic integrity in all assessment processes and appropriate student performance is properly judged and communicated in a timely manner. We will ensure that assessment strategies are a fundamental component of the learning process and we will not disadvantage or discriminate against any student on any basis.

PSC uses assessment to evaluate the learning outcomes stated for all subjects of the Bachelor of Photography. The assessment methods will vary according to the individual subjects, and the assessment is framed in such a way as to deal with the various stated learning outcomes and learning needs of students.

To underpin, this PSC has developed a set of procedures which requires teachers to:

- Clearly set out instructions about the requirements of each assessment in each Subject Guide
- Clearly define assessment criteria in each Subject Guide

Following all assessment, all written and/or verbal feedback is provided to students.

Reasonable adjustment

Wherever possible, teachers will make reasonable adjustments to learning and assessment processes to ensure all students are treated equally and that no person is disadvantaged. This may occur for the following:

- Students with English as a second language
- Students with literacy or numeracy difficulties
- Students experiencing difficult circumstances¹
- Indigenous students
- Students with disability and/or medical conditions

Whilst Reasonable Adjustment does not mean accepting a lower standard of outcome, it may mean undertaking any of the following:

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

The integrity of all records of assessment is maintained according to the *PSC Records Management Policy* and the *PSC Student Records Management Policy*.

Assessment Methods

PSC utilises a range of assessment methods in order to meet the needs of a diverse range of learners, and also to ensure the academic integrity of assessment. These methods may include, but are not limited to:

- Portfolios of evidence and creative work
- Written tasks and presentations
- Research reports
- Assignment/project
- Interview and questioning
- Self-reflections
- Case study/role play
- Third party verification (e.g. mentors/clients)

¹Examples 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.

Grading & marking details

Assessment results for all subjects are marked out of 100 in compliance with the PSC Grade Table below:

Grade		%	Level
HD	High Distinction	80-100	Excellent
DI	Distinction	70-79	Very Good
CR	Credit	60-69	Good
PA	Pass	50-59	Satisfactory
UP	Ungraded Pass	50	Satisfactory
F	Fail	0-49	Unsatisfactory
FNS	Did not submit*	-	Did not submit any work for assessment, to be regarded as fail
SWR	Supplementary Work Required#	40-49	Discretionary grade -further submission required by due date in order to be considered for a pass grade
WH	Withheld Result	-	Normally granted due to unresolved academic or administrative situations
RPL	Recognition of Prior Learning	-	Credit has been granted for previous study in another course or an exemption has been granted due to the satisfactory evidence of required competencies

Temporary grade only – will revert to F if no (or unsatisfactory) submission is received.

*No mark is recorded with this grade.

SWR Grading

The allocation of this grade suggests the teacher considers that if given the opportunity and with extra effort, the student may be able to achieve a pass grading. Students are then eligible to submit supplementary work in an attempt to achieve a pass.

Eligibility for supplementary work requirements is at the discretion of the teacher. Only one SWR submission is allowed for any subject in each assessment cycle and re-gradings from SWR can only be assessed up to a Pass grading (PA).

Supplementary Work Requirements

Students who receive an, DI, CR or PA grade do not have the opportunity to undertake supplementary work to gain a higher grade. Students who receive an SWR grade may be required to undertake supplementary work to endeavour to gain a pass grading. Extra charges may be incurred for supplementary submissions. Supplementary work must be received by the date set as shown on the Supplementary Work Requirements form. For a student to be eligible for supplementary work the initial submission must have been submitted by the due date. Supplementary work will not receive more than a PA level pass.

F Grading:

This indicates failure in the subject. An F grade does not qualify the student for supplementary work; students will need to repeat the unit/module. Those who receive an F grade must repeat the particular subject in another semester at the appropriate fee rate.

Submission of Work for Assessment

The requirements for submission of work for assessment will be outlined in each subject guide.

Assessment sent to Students

The documentation sent to students includes the following:

- Academic Transcript with the grading codes on the back
- Detailed assessment results for subject
- Folio collection details

Final Year Folio Assessment

Students must successfully complete and pass all subjects for each year of the course to be eligible for the Bachelor of Photography qualification.

ACADEMIC APPEALS

For full details refer to the *PSC Academic Appeals Policy*.

PSC provides an effective dispute resolution and assessment appeals processes which will be used to examine and investigate any complaint or issue of unfairness or disadvantage that is identified. Students can appeal an assessment decision for up to fourteen (14) days after the issuing of results.

Where an appeal is determined to be frivolous, vexatious, or lacking in substance, a student's appeal may be dismissed.

STUDENT PROGRESS AND EXCLUSION

For full details refer to the *PSC Student Progress and Exclusion Policy*. For Satisfactory Progress students are required to:

- Students are required to complete all subjects in a particular year level in order to be eligible to progress to the following year level.
- Under exceptional circumstances students may be permitted to proceed without successful completion of all subjects provided they
 - have completed the necessary pre-requisites for the subjects about to be undertaken and
 - that they will repeat any failed subjects.
- Students should note that: being permitted to proceed to the next year of the course does not in itself imply or infer that subjects have been completed or passed.

A student who has a status of "At Risk" for a study period is required to attend a meeting of the Course Progress Committee about their academic progress. Students will be advised by PSC of the time and date of this meeting.

The Course Progress Committee may specify a study program that the student is required to undertake and may recommend other action which the student may take to improve their performance. Where a study program is specified, the details will be advised to the student.

Exclusion

- Where a student is deemed 'At Risk' and has failed to successfully complete the prescribed study program as advised by the Course Progress Committee, over a period of two study periods, the student may be notified to show cause as to why they should not be excluded from the course.
- The notification will give a due date for a response, being 14 days from the date of the notification.
- This response will be considered by the Course Progress Committee, and a decision about the student's ability to continue is determined.
- If no response is received, or if the committee deems it appropriate, the student will be excluded from the course.
- The student has a right to appeal this decision in line with the *PSC Grievance Handling Policy & Procedure for Academic and Non Academic Matters*.
- Where a student's appeal against exclusion is upheld, the student may resume their enrolment in the course.
- An application for re-admission after exclusion will be assessed by the Academic Director in consultation with the Director Communication & Students

- Academic Progress for International Students.

COURSE COMPLETION & GRADUATION

For full details refer to the *PSC Course Completion & Graduation Policy*.

PSC will ensure that all students who have fulfilled the conditions for course completion and applied to graduate will be admitted to the Bachelor of Photography degree. PSC will hold a Graduation Ceremony each year at which the bachelor degree award will be conferred upon qualifying students either in person or in absentia.

A range of procedures govern the process by which students complete their course and gain eligibility to graduate.

Academic Transcript

PSC will ensure that after the finalisation of the results and approval by Academic Board, those students who are deemed eligible to graduate receive an academic transcript that reflects they have completed their course. This transcript is the official record of the student's studies at PSC. It documents the name of the course, the subjects undertaken and dates, the results for those subjects, and any exemptions granted. This transcript will also include the completion date for the course, which will be different from the Graduation date on the Testamur.

Applying to Graduate

Students who have received such a transcript are eligible to apply to graduate using the PSC Application to Graduate Form.

COURSE QUALITY CONTROL & REVIEW

Full details refer to the *PSC Course Quality Control & Review Policy*.

PSC is committed to a program of quality control and regular review and improvement in the content, delivery and assessment of its course.

There are six key categories covered in the procedures:

1. Process and procedures for ensuring the adequate management and delivery of teaching
2. Process and procedures for ensuring the quality control of assessment, moderation and validation of student outcomes
3. Course Record Keeping
4. Course Review & Feedback
5. Continuous Improvement
6. Benchmarking

PRIVACY AND PERSONAL INFORMATION PROCEDURES

PSC will use your name and address, phone number and email address for communication purposes. This may be to send out information about PSC news, your course, enrolment, results, invoices in accordance with our *PSC Privacy and Personal Information Policy*.

In the course of its business 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 and the *PSC Privacy and Personal Information Policy*.

SECURITY OF PERSONAL INFORMATION

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. 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. For full details see the *PSC Security of Information Policy*.

RIGHT TO ACCESS AND CORRECT RECORDS

For full details see the *PSC Student Access to Records Policy*.

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 sent to the Director Communications & Students.

USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

The purpose of this policy to provide students with the guidelines on the use of the Information and Communication Technology (ICT) provided at the

College and to explain the consequences for students that use these technologies for unauthorised purposes.

Policy

Use of the Information and Communications Technology (ICT) by students is permitted and encouraged where such use is suitable for learning and research purposes and supports the goals and objectives of the College. In particular, the ICT is to be used in a manner that is consistent with acceptable standards of business conduct and as part of the legitimate student responsibilities.

College provided email accounts; online systems and web pages should not be used for anything or network other than internal communications.

The use of computing resources is subject to Australian law and any illegal use will be dealt with appropriately.

Uses of Internet/Intranet and email are subject to monitoring for security and/or network management reasons. Users may be subject to limitations on their use of such resources.

The distribution of any information through the Internet, computer-based services, an email and messaging system is subject to periodic inspection. Photography Studies College (Melbourne) will determine the suitability of information distribute.

Procedure

1. Responsibility of Users

Each user is responsible for:

- Usage of their own College accounts, which the College provides to the user
- Not sharing provided account passwords and logging off after using the computer.
- Users are not to compromise or attempt to compromise security of any College facilities
- Using College facilities in an ethical and lawful way in accordance with Australian law
- Users should respect the working needs of other users

PSC takes no responsibility for:

- Loss or damage arising from the use the College's IT systems or facilities for any academic or personal use (e.g. Loss of data from a hard drive)
- Loss or damage of data that could arise from routine maintenance of its IT systems

2. Unacceptable use

- No programs or plugins to be downloaded or run on College computers and/or network.

- Users must not attempt to circumvent any hardware and/or software protection, or prescribed resource limits
- Users must not use computing and communication services to propagate abuse or any other material that contravenes the Anti Discrimination and harassment laws
- Peer to peer file sharing programs, are not allowed to be installed and /or run from your own hard drives. Programs such as uTorrent, BitTorrent, Kazaa etc. are not allowed on the PSC network
- Users are not permitted to use College IT facilities for unlawful activity, for example: infringing of any copyrights, defamation, installing WAP devices etc.
- Users are not allowed to access or store any pornographic material on College hardware

3. Internet usage

All Internet actions and usage is recorded and can be traced to the username. Students are required to keep their login details confidential. If there is a reason that a Student believes someone else has obtained their password and username, report it to digital@psc.edu.au immediately.

Internet usage is not free. Internet usage is provided to students, within reason, for their studies, research and communication with staff and other students.

If excessive usage by a student is recorded, Photography Studies College (Melbourne) will charge a fee for breaching the rules.

4. Privacy and Monitoring

Photography Studies College (Melbourne) reserves the right to access and monitor any and all Internet, email, files and data that is stored on their server/computers, but if there is a reason to do so will act on any such suspected breach of Copyright, breaches of law etc.

This applies to all devices that are connected to College network, including but not limited to wireless, switched network, VPN and/or FTP connection.

5. Breaches to ICT Policy

Illegal use of computing resources and any ICT policy breaches will be dealt with according to ICT breach procedures and will be subject to fines.

On behalf of the College, the Chief Technology Officer (CTO) has the authority to monitor and enforce this policy, including the allocation of fines to students.

These fines are detailed in the policy appendix.

GRIEVANCE HANDLING POLICY AND PROCEDURE (FOR ACADEMIC AND NON ACADEMIC)

Purpose

The purpose of this policy is to ensure there is an open and transparent approach to the handling of any grievances. The driver and particular approach, content and timeliness of any grievance handling specified in this policy and its procedures are a requirement of the Commonwealth Department of Industry, Innovation, Science, Research and Tertiary Education (the Department) under the Higher Education Support Act 2003.

This policy applies to all domestic students enrolling or seeking to enrol in the Bachelor of Photography course.

Policy

Photography Studies College (Melbourne) (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 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 FEE-HELP and repayment of FEE-HELP Loans
- access to personal records
- the way someone has been treated such as bullying, sexual harassment, discrimination.

This Policy and Procedure is designed to ensure that PSC responds effectively to individual cases of dissatisfaction from any student (or those seeking to enrol) regardless of where 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 FEE-HELP assistance as well as persons seeking to enrol with PSC in a unit of study that meets the course requirements who are, or would be, entitled to FEE-HELP assistance.

In relation to academic matters, these procedures apply to students who are, or would be, entitled to FEE-HELP assistance. This policy does not apply to international students.

PROCEDURES

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 enrolled students, or persons 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 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 clarification given should be recorded.

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 mediator:

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
www.edmediation.com.au/

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.

Further action

If a grievance still remains unresolved after the external mediation process, the complainant may decide to refer the matter to the Tertiary Student Enquiry Line on 1800 020 108.

The Tertiary Student Enquiry Line on 1800 020 108. can provide general information on Commonwealth supported places, assistance under HELP, and the Commonwealth Higher Education Student Support Number (CHESSN).

Other relevant contacts

Victorian Ombudsman:
ombudvic@ombudsman.vic.gov.au

TEQSA: complaints@teqsa.gov.au

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.

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.

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* and *PSC's Record Management Policy*.

STATEMENT OF TUITION ASSURANCE

Under the provisions of the Higher Education Support Act 2003 (HESA) Photography Studies College (Melbourne) provides tuition assurance to domestic students who are enrolled in the Bachelor of Photography.

Photography Studies College (Melbourne) has met the tuition assurance requirements of the HESA through its current membership of the TDA Tuition Assurance Scheme (TAS).

Contact details for TDA TAS are:

TDA TAS
National Secretariat
PO Box 707 Broadway, NSW 2007, Australia
Tel: 02 92173180
Fax:02 92817335

The Statement of Tuition Assurance is available to students on the website www.psc.edu.au

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 concession 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/fares_tickets/concessions/students

You must complete and submit this application form along with two colour passport size photographs to the PSC Reception area for validation.

CENTRELINK

Centrelink will contact the College periodically to conduct enrolment checks if you will be receiving Youth Allowance, Austudy payment, ABSTUDY or Pensioner Education Supplements to determine enrolment details, progress, attendance and workload of study being undertaken at the Institutions. It is your responsibility to advise Centrelink of any changes to your workload, enrolment or any other changes that could affect their payment to you.

PSC's FACILITIES

(including location and hours of access)

PSC offers an extensive range of specialised teaching facilities at its location – 65 & 67 City Rd Southbank. It is open throughout the year between the hours 9.00am to 9.00pm Monday to Thursday, 9.00 to 5.00pm Friday and operates on weekends throughout the semester 9.00am to 5.00pm for facility access and workshops.

The Student Lounge

The Student Lounge has 8 workstations each with CS4 and Dreamweaver. Each has Internet and full Server Shares access so images can be uploaded from here.

These computers are available from 9am – 9pm Mon – Thurs and 9am – 5pm Friday, and weekends. There are also extensive print viewing and finishing facilities in this area. Remember to always check the student noticeboard for information on current exhibitions, happenings and events in the arts and current competitions.

Information Resource Hub

Arrangements for students to access resources including books, computers and databases is provided via the Information Resource Hub which is located in the College at 67 City Road and via the Information Resources Hub Portal. The Hub provides students with access to local and worldwide information resources with a particular focus on photography resources. Access hours are 9.00 am-6.00pm Monday to Thursday and 9.00am-5.00pm Friday.

The Information and Resources Officer is a first point of contact for any enquires about resource needs and orientation to use of on-line databases. Hub staff provide advice on information and resource services and will assist with assignment research.

Access to resources is also arranged via orientation activities relating to the resources and IT services that are provided for students by the Information Resource Hub and IT staff during the orientation week.

Students are also provided with information and advice on how to access the services of the State Library of Victoria and MCC library, given their close proximity.

The Studios

studio@psc.edu.au

The photographic studios comprise two large studio spaces, City Rd Studio and Fawkner St Studio. Each studio has high ceilings, an extensive array of professional camera and lighting equipment, backdrops, computer set ups for tethered shooting, makeup and change rooms, and multi-purpose work areas. The Fawkner St studio is also equipped with a professional standard cyclorama.

The Studio Office is staffed by the Studio Supervisor and Studio Support Officers and provides a point of contact for studio bookings, studio checklist form and studio

equipment usage. Students have email access 24/7 to the studio booking system to enable them access to facilities to complete assignments. Please refer to the Studio Booklet for full details and all students accessing the studio must ensure they have read and signed the Studio Checklist.

Digital Imaging Centre

digital@psc.edu.au

shop@psc.edu.au

All students are required to adhere to the General Digital Centre Access Guidelines as outlined in the Digital Centre Student Information and Guidelines booklet available hardcopy in the digital centre and accessible via the PSC intranet. This booklet has information on supervised access arrangements, printing guidelines and print collection and payment methods.

Students should not spend more than 90 minutes at a computer without a break.

Access to the digital laboratories outside class times and supervised access for additional technology assistance operates via a central booking system. A remote upload system enables easy file upload via graphical web interface with 24/7 accessibility.

These laboratories contain more than 60 Macintosh computers, with the latest versions of industry standard Adobe editing software for still and moving image.

Each laboratory also is equipped with daylight balanced display areas for ease of viewing and analysing digital prints.

The digital printing bureau is equipped with multiple high end large format Epson printers and professional quality scanners. These specialised facilities support the teaching of printed output within a digital workflow.

A central office supports the delivery of the course and provides staff and students with access to the Digital Production Manager and the Chief Technology Officer who are able to monitor all IT facilities from this location.

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Photography Studies College (Melbourne)

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