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Photography Studies College (Melbourne)
Advanced Diploma of Photography

Student Handbook 2017

Photography Studies College (Melbourne)

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PURPOSE OF THE DOMESTIC STUDENT HANDBOOK

The purpose of this Student Handbook is to provide you with an informative overview about the things you need to know while studying at Photography Studies College.

Together with the Full Time Course Guide, the PSC website and this handbook provides you with a comprehensive suite of information to assist you to understand the expectations, regulations and support available to you.

It is important that you take the time to read through all these publications and to make sure you understand all the material provided.

Should you have questions or need help understanding these please contact the PSC Communications & Students Officer.

PSC is a Registered Training Organisation. To view our scope of registration, contact the Communications & Students Officer

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 in the rear office section of Level 1 of 65 City Rd. They are available for an appointment between 9 - 6pm Mon – Thurs and 9 –5pm Friday.

They are the initial point of contact for all students from initial information through to orientation to PSC, general course discussions, enrolment information, accommodation assistance, settling in assistance, career questions, forming strategies to assist with financial concerns, VET FEE-HELP, referral to learning support, referral to professional counsellor, information about access, equity and anti-discrimination issues, grievances and general support.

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)

STUDENT ORIENTATION

There is a lot of information that you are required to understand and consider as you move through your

tertiary studies. The orientation to your year level and course takes place at the commencement of the semester specifically on the first day. During that day you'll be introduced to your teachers, student services staff, technical staff, the learning support staff, the Information and Resource officer and the Director of Communications & Students.

The Communications & Students Officer will assist with your questions and any further information regarding timetable and other general questions you may have relating to your studies. She will assist you to find your way to the lecture rooms, the digital imaging centre, the studios, the resource centre, the student lounge and explain the facility access.

The orientation barbeque organised on the first day of semester involves all full time students across the College and introduces you to students in the other year levels and all staff.

Your teachers will provide a more specific orientation to the course on your first day and during your first week of study.

WHAT YOU NEED TO KNOW - 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: www.psc.edu.au

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, SELECTION 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. 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.

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*.

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 8 – 10 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.

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

Enrolment into the Advanced Diploma course is on a yearly basis. On enrolment you will be required to complete and agree to the 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.

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. The Communications & Students Officer 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.

DOMESTIC 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>

EXPENSES OTHER THAN TUITION

Refer to the Expenses other than Tuition List

PROVIDING AND MAINTAINING YOUR CURRENT HOME AND 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: PSC 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.

PSC STUDENT CODE OF CONDUCT – RIGHTS AND RESPONSIBILITIES

For full details refer to the *PSC Student Conduct Policy*. PSC will ensure that students uphold the values of academic integrity described in the *PSC Academic Integrity Policy* and the *PSC Plagiarism Policy*.

Student Rights

Photography Studies College 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. Receive the guidance and support to effectively participate in the course as outlined in the Student Consultation and Support services information in this handbook
- 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 unit, assessment requirements and their course progress.
- All students have the right to appeal academic matters and non-academic matters, including student progress, results and assessment, curriculum and awards in a course of study and the quality of education provided through the PSC Grievance Policy and Procedure for Academic and non-Academic matters
- 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 and Procedure for Academic and Non Academic Matters*
- All students will retain intellectual property and copyright to images they produce in the course refer to the *PSC Intellectual Property Policy*

Student Responsibilities

As a PSC student, you are expected to:

- Fully participate in the course and maintain satisfactory attendance in all classes
- Maintain satisfactory course progress
- Abide by the *PSC Plagiarism policy*
- 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.
- Approach and undertake the course with personal commitment and integrity.
- Notify PSC of any changes to your home address and contact details within 7 days.
- Arrive on time for classes and do not leave early
- Notify any absences to the teacher - email on all Learner Guides – and the Communications & Students Officer 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.

- 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 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 PSC
- 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.
- Notify any absence including illness, or incident to your teacher
- Notify any incident to your teacher and or/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.

Students will have the right to appeal a decision made in a disciplinary interview, using the *PSC Grievance Handling Policy* and Procedure for Academic and Non Academic Matters and will have 20 working days to do so. After that time the decision of the disciplinary interview stands.

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.

STUDENT SUPPORT SERVICES

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 and consultation available.

Student support includes the 'At Risk' strategy, discussions, referrals to the professional counsellor, student academic consultation appointment times with the teaching staff and/or the Learning Support Teacher, information and resource support, technology support and career support consultations.

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.

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*.

Communications & Students Officer

- referral to the Learning Support Teacher and/or academic consultations via the "At Risk" strategy
- 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 unsatisfactory attendance issues
- 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 homesickness, stress and coping, personal problems, relationship issues, grief, drug & alcohol problems, unsatisfactory attendance issues.

Teacher 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 a request for an academic appointment consultation via the email address noted on each unit session outline.

- Students can request that the Communications & Students Officer make an academic consultation appointment with a member of the teaching staff
- Students identified to be 'at risk' of unsatisfactory academic progress attendance and/or poor attendance may be required to attend Academic Consultations.

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 academic progress and/or poor attendance
- 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 Including Camera, Technical and Digital Support

Students book into supervised access in the digital labs and/or studio at allocated times for this supervised access support or meet with the designated camera, technical and digital support teacher. Students may be identified as requiring this 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. Request through the Communications & Students Officer.

STUDENT WELFARE

The environment offered at PSC endeavours to ensure that students are supported and guided as they progress

through the course. 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 scheduled 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 scheduled 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.

Some External Services that may be useful:

Reading and Writing Hotline

Telephone: 1300 655 506

Website: www.literacyline.edu.au

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: 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 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 circumstances.

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.

COURSE WITHDRAWAL - Domestic students

Domestic students that decide to withdraw from the course, must meet with the Communications & Students Officer 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 complete an exit interview.

SUSPENSION OR CANCELLATION OF ENROLMENT

PSC may suspend or cancel a student's enrolment if:

- he or she have been deemed to not have achieved satisfactory course progress
- he or she has demonstrated misconduct confirmed in a Disciplinary Interview as per the *Student Discipline Policy*,
- he or she has been found to have engaged plagiarism and/or cheating
- he or she does not have a current and valid enrolment
- he or she has been found to be in breach of Commonwealth federal or State laws.

Students will have the right to appeal a decision using the *PSC Grievance Handling Policy* and Procedure for Academic and Non Academic Matters and will have 20 working days to do so. After that time the decision stands.

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.

STUDENT PLAGIARISM & CHEATING POLICY

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 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 use the PSC student portal submission area.

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 mis-conduct.

UNSATISFACTORY COURSE PROGRESS

For full details refer to the *PSC Student Progress and Exclusion Policy*.

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.

The student has a right to appeal this decision in line with the *PSC Grievance Handling Policy & Procedure*.

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.

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 model¹. 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 is gradually added to previously covered content within the topic to form a holistic view.

Delivery of units is supported by:

- Written handouts
- Visual presentations
- Custom made videos
- 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.

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 teacher 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

COURSE ASSESSMENT

Assessment Overview

Assessment for all units of the **Advanced Diploma of Photography** utilises the following principles of assessment:

- **Validity**, meaning that the assessment covers the unit 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 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. 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 (e.g. 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, 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
- 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. Information about each unit assessment is provided at the commencement of each unit 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. In addition, they also receive a Session Outline that shows the weekly details of each unit 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.

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 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 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 Results 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 Director Communications & Students, who

may decide (according to the nature of the review request) to view the review as a grievance thus implementing the *Grievance policy* and/or convene a Course Progress meeting.

The student will be advised of the course of action and may require the student to attend with a view to resolving the matter. 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, PSC is committed to graded assessment. Students' results will be recorded as grades.

COURSE COMPLETION AND GRADUATION

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

In order to be eligible for the Advanced Diploma of Photography qualification, students are required to be competent in:

- All units in each of the six levels of the course

If a student is not competent/fails a unit, that unit must be repeated and students are required to enrol and repeat that 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 units 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.

Applying to Graduate

Students who have received such a final academic transcript and eligibility to graduate letter are eligible to

apply to graduate using the PSC application to Graduate Form available from: studentservices@psc.edu.au

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
- 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 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

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 is 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 distributed.

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 of 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 MATTERS)

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 the Communications & Students Officer.

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
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.

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 Dept of Education 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 Director Communication and Students 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 VIC 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 them 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.

PSC FACILITIES

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.

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 online 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

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 multipurpose 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

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.

STATEMENT OF VET TUITION ASSURANCE

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

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.

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Photography Studies College (Melbourne)

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