



Student Handbook

“production is training”

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training at QPIX will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.

QPIX Ltd
22 Warwick Street,
Annerley, Qld 4103
T: +6173848 8000
F: +6173848 8055
E: qpix@qpix.org.au
U: www.qpix.qld.edu.au

Ver. Oct 2011

QPIX acknowledges the financial assistance of



CONTENTS

CODE OF PRACTICE	2
1.1 Educational Standards	3
1.2 Sanction	3
1.3 Quality Management Focus	3
1.4 Marketing and Advertising	3
1.5 Guarantee	3
2 ADMISSIONS/ENROLMENT	3
2.1 Client Selection & Recruitment	4
2.2 Enrolment Procedure	4
2.3 Induction/Orientation	4
3 COURSE INFORMATION, CONTENT & VOCATIONAL OUTCOMES	5
3.1 Course/Program Information	5
3.2 Vocational Outcomes	5
4 REFUND POLICY FOR VET FEE-HELP ENABLED COURSE	5
5 LANGUAGE, LITERACY & NUMERACY SUPPORT	6
6 STUDENT SUPPORT	7
6.1 Student Services, Welfare and Guidance	7
6.2 Procedure for Student Support/Counselling	7
7 FLEXIBLE LEARNING & ASSESSMENT	7
7.1 Training and Assessment Standards	7
7.2 Flexible Learning	7
7.3 Assessment	8
7.4 Attendance	8
8 COMPLAINTS & APPEALS – ACADEMIC AND NON ACADEMIC	9
9 DISCIPLINARY PROCEDURES	12
9.1 Discipline Policy	12
9.2 Rules & Regulations	12
10 ACCESS AND EQUITY	13
11 RECOGNITION OF PRIOR LEARNING (RPL)	15
11.1 Recognition of Other Qualifications / Credit Transfer	15
11.2 Recognised Prior Learning (RPL) & Recognised Current Competence	15
12 HUMAN AND PHYSICAL RESOURCES	16
12.1 Human Resources	16
12.2 Physical Resources	16
12.3 Information Technology and Communication	17
13 PROCEDURE FOR ISSUING CERTIFICATES	17
14 LEGISLATION	18
15 PRIVACY POLICY	18
16 COPYRIGHT (RIGHTS OVER PRODUCT) & PLAGIARISM	20
17 STUDENT DECLARATION	23

1.1 Educational Standards

QPIX will maintain high standards in the provision of vocational education and training and other client services. QPIX has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

QPIX maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The QPIX ensures that the following are the minimum elements of our Code of Practice (*Click for details*):

[Sanction](#)

[Legislative Requirements](#)

[Quality Management Focus](#)

[Language, Literacy and Numeracy Support](#)

[Marketing and Advertising](#)

[Access and Equity](#)

[Training and Assessment Standards](#)

[Admissions/Enrolment](#)

[Fees and Charges](#)

[Possible Vocational Pathways](#)

[Refund Policy](#)

[Complaint Policy](#)

[External Complaint Procedure](#)

[Discipline Policy](#)

[Appeal Policy](#)

[Recognised Prior Learning \[RPL\]](#)

[Credit Transfer](#)

[Assessment Criteria](#)

[Issue of Certification](#)

[Student Services, Welfare and Guidance](#)

[Privacy Policy](#)

[Guarantee](#)

1.2 Sanction

QPIX recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

1.3 Quality Management Focus

QPIX is committed to providing a quality service with a focus on a continuous improvement. QPIX values feedback from students, tutors, and industry representatives. Where possible, QPIX designs diagnostic assessment instruments specific to student needs.

1.4 Marketing and Advertising

QPIX will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. QPIX's marketing strategies will not contravene legislation.

1.5 Guarantee

QPIX will honour all guarantees outlined in our Code of Practice.

[Top](#)

2 Admissions/Enrolment

2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. QPIX is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

2.2 Enrolment Procedure

An application form may be posted or completed on the premises or download from the QPIX website at www.qpix.org.au. A completed application form is to advise all details necessary to register a student. All questions should be answered and the student's signature should appear under the certification section.

When the completed enrolment form is received with fees, the student is allocated a permanent identification number. This student identification number is required for any certificates to be issued on completion of the course.

The enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

The enrolling officer opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If the fees are received in full then the enrolment form and the funds are processed and receipted. If the fees received are a deposit only then the arrangements for the payment of the balance are made before proceeding. Vet Fee Help applicants will be provided with a VET FEE-HELP application form and information book to be completed and returned to QPIX prior to the scheduled census date.

The receipt for fees and a copy of the confirmed enrolment form are given to the student. A copy of the Student Handbook and Course Booklets are attached and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original receipted confirmed enrolment form is filed in numerical sequence. The receipt number, date of receipting, total receipted and any further payment arrangements made with the student are noted on the enrolment form.

2.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- understand the information contained in the Student Handbook and Course Booklet;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

3 Course Information, Content & Vocational Outcomes

3.1 Course/Program Information

Students should receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- certification to be issued to the trainee on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Booklet for each course. Consult the Course Booklet or the course adviser for more information.

3.2 Vocational Outcomes

When graduates have completed their studies with QPIX, a register of the skills of the graduate will be maintained for future vocational reference.

4 Refund Policy for VET FEE-HELP Enabled Course

4.1 Withdrawal from a unit of study / course

Students of QPIX Ltd (“QPIX”) who wish to withdraw from a VET unit of study or VET course of study must do so in writing to the Training Development Manager.

4.2 Refunds – students who are eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET FEE-HELP enabled course offered by QPIX.

In the event of a student withdrawing from a VET unit of study on or before 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.

4.3 Refunds – students who are not eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a VET FEE-HELP enabled course offered by QPIX.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.

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.

4.4 Payment of Refunds

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

4.5 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*.

4.6 Publication

This refund policy will be made available to students and persons seeking to enrol with QPIX by publication on QPIX's website (www.qpix.org.au). This refund policy will also form part of enrolment information.

4.7 Important Points

- QPIX reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.
- This agreement, and the availability of complaints and appeals processes, does not remove the students right to take action under Australia's consumer protection laws.
- If a student is disadvantaged and cannot complete his/her course as a result of a situation that is instigated by the RTO then a full refund for the non-delivered portion of the course will be made and a Statement of Attainment issued for units completed.
- If the student does not complete the course or withdraws of their own volition then the normal refund policy of "no refund after commencement of course" applies.

Extenuating Circumstances

[Top](#)

In exceptional cases of financial hardship, medical conditions or other extenuating circumstances, the participant may make an application for full or partial refund and forward this in writing to the Director of Studies with evidence. Examples include medical certificate, financial statements, etc.

The Director of Studies will then determine whether the application is approved, and if approved, will make sure the participant is removed from the class roll, and the full or part amount of refund is returned to the participant.

5 Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

6 Student Support

6.1 Student Services, Welfare and Guidance

The QPIX uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing. All relevant QPIX documents carry a version number and date. Records of updated version numbers are kept on file.

QPIX has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

QPIX has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

QPIX informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

QPIX's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of QPIX's expertise or control, QPIX will make every attempt to refer the student to the relevant agency or expert.

6.2 Procedure for Student Support/Counselling

QPIX is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

7 Flexible Learning & Assessment

7.1 Training and Assessment Standards

QPIX's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. QPIX complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair. Students are advised of assessment requirements before training commences.

7.2 Flexible Learning

QPIX provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the College manager.

7.3 Assessment

The assessment policy and procedures for each course are detailed in its Course Booklet. QPIX applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision-making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

7.4 Attendance

QPIX's education comes in three forms: group learning, self-learning and practical assignments (usually production), either individual or in production teams. Students are also required to complete allocated self-learning tasks in their own time.

QPIX programs require a level of 95% attendance from students. Students sign in and out each day and must phone the Training Coordinator if they cannot attend class. Attendance at programmed activities, including production is mandatory. If a student is absent for longer than one day, they must provide the QPIX Coordinator with a Medical Certificate.

Significant absence from the course may entail the student forfeiting the opportunity to gain the qualification, but the QPIX team is always open to discussing your issues and assisting you to achieve your goals, if it is within our resources and our policies and procedures.

[Top](#)

Attendance is taken very seriously by QPIX for three reasons:

- Because of the intensive nature of our training programs, lapses in attendance will mean the student will suffer irretrievable loss of information and learning.
- Because our assessment models are almost entirely built around production, and our productions are created by teams, absence means letting fellow team members down, which jeopardises the training success of a number of students, not just the absentee.
- Absenteeism is not tolerated at any level within the industry. Even minor instances of absenteeism can be, and usually are, met with instant dismissal in the industry. Once dismissed from a production, that individual may never be hired again because all professionals talk to each other constantly in their productions, and in the building of teams.

8 Complaints & Appeals – Academic and Non Academic

1. Overview

QPIX Ltd (“QPIX”) is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

QPIX 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 QPIX 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 QPIX’s services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- academic issues, including student progress, assessment, curriculum and awards in a VET course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

These grievance procedures are designed to ensure that QPIX responds effectively to individual cases of dissatisfaction.

2. Policy coverage

This policy is designed to cover all complainants including:

- Individuals who are, or would be, entitled to VET FEE-HELP assistance (Australian citizens or permanent humanitarian visa holders who are resident in Australia for the duration of a VET unit of study);
- Individuals who are not eligible for VET FEE-HELP assistance (permanent residents who are not permanent humanitarian visa holders and New Zealand citizens);
- Individuals who are classified as international students as defined by the *Education Services for Overseas Students Act 2000* (who are not eligible for VET FEE-HELP assistance).

In relation to non-academic grievances, the term “complainant” applies to both current students of QPIX and persons seeking to enrol with QPIX.

Complainants are entitled to access the grievance procedures set out in this policy regardless of the location of the campus of the RTO at which the grievance has arisen, the mode in which they study or their place of residence.

3. Before an issue becomes a formal grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level.

Complainants may raise an informal grievance by contacting the Administrator in person or by phoning (07) 3848 8000.

4. Procedure

This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues 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 grievances in relation to personal information that QPIX holds in relation to an individual.

During all stages of this procedure QPIX will take all steps to ensure that:

- the complainant and any respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to a 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 a respondent;
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, QPIX 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 to utilise this grievance procedure.

4.1 Stage one – formal grievance:

Formal grievances must be submitted in writing marked to the attention of the Educational Manager as follows:

Training Development Manager
22 Warwick St
Annerley, QLD, 4103

Receipt of the grievance will be acknowledged in writing within five working days. The grievance handling process will commence within ten working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Training Development Manager, or their nominee (who must be independent of the grievance), 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 both the complainant and any respondent may ask another person to accompany them.

The Training Development Manager, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant within 20 working days of receipt of the grievance on the steps taken to address the grievance, including the reasons for the decision. 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.

4.2 Stage two – internal appeal:

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the College Manager (who is senior to the original decision maker) within 20 working days of receiving notification of the outcome of their formal grievance.

Appeals must be submitted in writing marked to the attention of the Executive Director as follows:

Executive Director
22 Warwick St
Annerley, QLD, 4103

The Executive Director will appoint an appropriate person or committee (who is independent from the grievance) 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 and any respondent may ask another person to accompany them to these interviews.

Following the consultation, the Executive Director, or their nominee, will provide a written report to the complainant within twenty working days advising the further steps taken to address the grievance, including the reasons for the decision. 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.

4.3 Stage three – external appeal:

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to the Australian Council for Private Education and Training (ACPET) within 20 working days of receiving notice of the outcome of their appeal.

Contact Details for ACPET:

Australian Council for Private Education and Training (ACPET)
PO Box 551, East Melbourne, Vic 8002
Ph: 1800 657 644 Fax: (03) 9416 1895
Email: acpet@acpet.edu.au

Complainants who wish to lodge an external appeal must complete the form available at <http://acpet.edu.au/students/student-support/appeals> and email it to: student.appeals@acpet.edu.au or post it to: PO Box 551 East Melbourne Vic 8002.

Once an application is made, ACPET will advise QPIX of the external review application made by the complainant. Both the complainant and QPIX will be requested to provide documents in support of the application within 14 days, including student files and records, to ACPET. ACPET will then forward all documents to an External Reviewer.

The External Reviewer considers the documents and makes a determination. The decision and determination is forwarded to ACPET. ACPET will then send the decision to all parties. Turnaround time for an appeal is within 4 to 6 weeks of lodgement.

QPIX agrees to be bound by the External Reviewer's recommendations and the Chief Executive Officer will ensure that any recommendations made are implemented within 30 days of receipt of the report from the External Reviewer.

5. Further action

If a grievance still remains unresolved after the external appeal, the complainant may decide to refer the matter to the National Training Complaints Hotline on 13 38 73.

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.

6. Enrolment status

Where a current student chooses to access this policy and procedure, QPIX will maintain that person's enrolment while the grievance handling process is ongoing.

7. 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 College Manager. These records will be maintained at 22 Warwick St, Annerley, QLD, 4103.

All records relating to grievances will be treated as confidential and will be covered by QPIX's *Privacy and Personal Information Procedures*.

8. Approval, publication and training

This Policy and Procedure was agreed to and ratified by the QPIX Board of Management on the 19th of May 2011.

This Policy and Procedure will be made available to complainants through publication in the Student Handbook and on QPIX's website (www.qpix.org.au).

For the purposes of communicating to and training staff, this Policy and Procedure will be included in the Staff Handbook and form part of the staff induction process (which will be facilitated by the Training Development Manager).

[Top](#)

9 Disciplinary Procedures

9.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow QPIX's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course. More detail is available in QPIX's student code of behaviour document.

The Training Development Manager will handle all disciplinary matters.

9.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, QPIX accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons at QPIX.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone and adhere to workplace safety regulations.
- Mobile phones are to be turned off during classes and in study areas.

[Top](#)

10 Access And Equity

FAIR TREATMENT AND EQUAL BENEFITS AND OPPORTUNITIES POLICY AND PROCEDURE

10.1 Overview

QPIX Ltd (“QPIX”) will treat fairly all of its students and persons seeking to enrol with QPIX.

10.2 Access & equity

QPIX 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.

10.3 Pre-enrolment information

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

QPIX 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;
- VET FEE-HELP assistance (where applicable);
- provision for language, literacy and numeracy assistance;
- student support services;
- welfare and guidance services;
- flexible learning and assessment procedures;
- grievance and appeals procedures;
- disciplinary procedures;
- recognition of prior learning (RPL) arrangements and credit transfer.

10.4 Fair treatment

As a VET Provider QPIX will treat fairly:

- a) all students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the *Higher Education Support Act 2003* (“the Act”); and
- b) all persons seeking to enrol with QPIX in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

10.5 Equal benefits and opportunities

As a VET Provider QPIX will have open, fair and transparent procedures that are based on merit for making decisions about:

- a) the selection, from among persons who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act and who seek to enrol with QPIX in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act; and
- b) the treatment of students who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act undertaking a VET course of study.

The above undertakings do not prevent QPIX taking into account, in making decisions about the selection and treatment of students, educational disadvantages that a particular student has experienced or the fact that the student may be enrolled via a VET restricted access arrangement.

10.6 Student selection

Students will be selected on merit based on the published criteria. QPIX will ensure that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

Entry criteria and application procedures are published in QPIX's marketing material and on QPIX's website for the information of students and persons seeking to enrol with QPIX.

10.6 Selection and admissions process

10.6.1.1 Entry requirements

- Satisfactory completion of Year 10 or its equivalent.

OR

Mature age entry (21 years of age or over) with relevant work experience and/ or previous acceptable qualifications that are reviewed at course interview.

- Basic entry-level computer skills (ability to word process, write and read emails and use the internet) to be demonstrated at course interview.
- Applicants must demonstrate an interest in and suitability for work in the screen and media field by preparing a pre-selection kit for the QPIX admissions officer. (A pre-selection kit listing required documentation and evidence for a course interview is available for download at www.qpix.org.au)

10.6.1.2 Application

Individuals who seek to enrol in a course with QPIX must complete and submit an *Application Form with prepared pre-selection kit* available from the QPIX web site at www.qpix.org.au or QPIX student admissions officer at 22 Warwick St, Annerley, Qld. Applications with pre-selection kit may be submitted as indicated on the QPIX Application Form. The application should include evidence that the applicant meets the published entry requirements for their chosen course.

10.6.1.3 Assessment against published entry criteria

An Enrolling Officer assesses the application and pre-selection kit against the published entry requirements. Where the application is not complete or if further information is required to make an assessment of whether the applicant has met the published entry requirements for their chosen course with supporting pre-selection kit, the applicant will be contacted and given the opportunity to provide further information.

Applicants who do not meet the published entry requirements will be sent a letter clearly outlining the reasons why they have not been offered a place in the course. The letter will also advise the unsuccessful applicant about their right to appeal the decision and how to access the appeals process.

10.6.1.4 Offer

Applicants who meet the published entry requirements will be sent a letter offering them a place in their chosen course and instructions on how to accept the offer.

10.6.1.4 Acceptance

Applicants accept the offer of a place in the course by signing and returning a copy of the offer letter as directed. Once an offer is accepted, the applicant is enrolled in their chosen course and sent a confirmation of enrolment letter with details about the course and arrangements for student orientation.

10.7 Commonwealth assistance

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

10.8 Publication

This *Fair Treatment and Equal Benefits and Opportunities Policy and Procedure* will be made available to students and persons seeking to enrol with QPIX through publication in the Student Handbook and on QPIX's website (www.qpix.org.au).

[Top](#)

11 Recognition of Prior Learning (RPL)

11.1 Recognition of Other Qualifications / Credit Transfer

QPIX recognises Australian Qualification Framework qualifications and Statements of Attainment, which are issued by any other Registered Training QPIX.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

11.2 Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

QPIX advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- Photographic, video portfolio, DVD show reel evidence.
- Third party reports (statutory declarations) and case studies

There are a number of stages in an RPL claim.

1. Information stage;
2. Initial support & counselling stage;
3. Application stage;
4. Assessment stage;
5. Post-assessment guidance stage;
6. Certification stage.
7. A candidate may appeal an unsuccessful claim. (See *Complaints*.)

Qualified staff with current industry experience manage RPL assessments. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

RPL charges are based on the duration of assessment required by the candidate and must be formally requested from QPIX administration staff.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self assessing against the learning outcomes of the modules. Assessments are evaluated by the College manager or a panel consisting of a course/subject expert and the College manager.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor.

[Top](#)

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. “Top up” learning options prior to a second assessment will be suggested. “Competent” is recorded on the student’s record if recognition is granted.

12 Human and Physical Resources

12.1 Human Resources

QPIX is committed to a high standard of training through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job learning;
- extensive experience in industry in their field; and
- appropriate qualifications in training and assessment.

Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

12.2 Physical Resources

Students have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:
 - adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
 - provision of comfortable chairs, designed for use over a sustained period;
 - adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;

- tables that are suitable for writing and which do not cramp students for space;
 - clear sight and hearing from all points and to the point of presentation;
 - audio visual equipment that is not intrusive;
 - strategically placed power points;
 - clearly accessible amenities such as toilets and drink stations;
 - telephones placed away from training rooms;
 - rooms located away from external noise of any kind likely to disturb proceedings;
 - pleasing overall aesthetics; and
 - shape and size of the room(s) and the type of furniture conducive to varied layouts.
2. Reference Materials
 3. Refreshment Facilities

12.3 Information Technology and Communication

Students and staff while using information technology (IT) for communication, research, course productions and assessments must ensure that they abide by QPIX's acceptable use policies. Failure to abide by these policies may be in breach of copyright or criminal laws. The following policies include and are not limited to:

1. Abusive or threatening behaviour that is offensive, obscene, discriminative or racist.
 2. Gambling, advertising, selling, buying or transacting of goods or services.
 3. The exchange, copying or sending of any QPIX's proprietary content, trade secrets, or any other privileged, confidential or sensitive information.
 4. Students and staff must not make any unauthorised copies of materials protected by copyright. Any breaches of copyright may result in substantial fines, prosecution or both.
- [Top](#)
5. Wilful damage or deletions of data without authorised permission or access.
 6. Theft of equipment, software or College data, customer or staff mailing lists.
 7. Violating copyright laws by the sharing or downloading of commercial software, games, and music videos.
 8. Understand that system administrators and College Internet Service Provider (ISP) can readily track all website viewing and all sent and received e-mails by user, date and time.
 9. Do not download and install a plug-in or software without the direct authorisation of College senior management or IT systems administrator.
 10. The creation of any viral or malicious programs on the computer network is strictly prohibited.
 11. The exchange or use of other staff or student's usernames and passwords is strictly prohibited.
 12. Understand that that you may be in breach of privacy laws if you distribute other students or staff personal contact details to other parties without that students or staff direct permission.
 13. Use computer hardware and software in a responsible manner and report all faults to senior management or the IT systems administrator.

13 Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more modules but not a complete qualification, a Statement of Attainment will be issued. A Statement of Attendance may be issued where appropriate.

Before certification is issued the College manager verifies competency has been properly assessed, all tasks completed, and all fees paid. Once all is in order, the College manager issues the relevant certificate.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.

14 Legislation

QPIX identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Workplace Health and Safety Act 1995
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995
- Health Rights Commission Act 1991
- Building Fire and Safety Regulations 1991
- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Home and Community Care Act 1985
- Health (Drugs & Poisons) Regulations 1996
- Nursing Act 1992
- Education Services for Overseas Students (ESOS) Act 1991
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

15 Privacy Policy

PRIVACY AND PERSONAL INFORMATION PROCEDURES

1. Introduction

In the course of its business, QPIX Ltd ("QPIX") may collect information from students or persons seeking to enrol with QPIX, either electronically or in hard copy format, including information that personally identifies individual users. QPIX may also record various communications between individuals and QPIX.

In collecting personal information QPIX will comply with the requirements of Schedule 1A of the *Higher Education Support Act 2003*, the Vet Provider Guidelines and the Information Privacy Principles set out in the *Privacy Act 1988 (Cth)*.

2. Collection and use of personal information

QPIX will only collect personal information by fair and lawful means which is necessary for the functions of QPIX and is committed to ensuring the confidentiality and security of the information provided. The personal information supplied by individuals to QPIX 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 QPIX certain information then QPIX may be unable to enrol that person in a course or supply them with appropriate information.

3. Disclosure of personal information

The information that an individual provides may be disclosed to organisations that run courses in conjunction with QPIX.

Personal information about students studying with QPIX may be shared with the Australian Government and designated authorities, including the Tuition Assurance Scheme Manager. This information includes personal and contact details and course enrolment details.

QPIX 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) QPIX 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, QPIX 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.

4. Commonwealth assistance

Personal information may be collected so that QPIX can assess an individual's entitlement to VET FEE-HELP assistance and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). QPIX 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.

5. Security of personal information

QPIX 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.

QPIX 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.

6. Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that QPIX holds about them (which includes VET personal information). Requests to access or obtain a copy of personal information must be made in writing and sent to:

Training Development Manager
22 Warwick St
Annerley QLD 4103

There is no charge for an individual to access personal information that QPIX holds about them; however QPIX 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.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

7. Publication

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with QPIX by publication on the QPIX website (www.qpix.org.au). In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, QPIX will advise students on enrolment about these procedures and where they are located.

[Top](#)

16 Copyright (Rights Over Product) & Plagiarism

GENERAL INFORMATION

Routinely, QPIX courses involve the making of industrial product (screen content), targeted wherever possible at a broadcast, exhibition, distribution or webcast outcome. The significance for the student is that where this is successfully achieved, they then receive an industrial credit, the main currency of the industry. These outcomes can only be secured by QPIX following standard industry practice, and so must be managed and negotiated solely by QPIX.

In the course of these negotiations outside the courses themselves, rights to the product must be traded in return for the above forms of access to audience. QPIX must hold those rights in order to negotiate the outcomes above; therefore **like other educational institutions QPIX holds all rights, at least initially.**

QPIX retains certain rights forever, such as the rights over the premiere screenings, ongoing rights to use the product or parts of the product for marketing and educational purposes (within cultural sensitivities and protocols), and the exclusive ongoing right to market the product in packages, sets or sequences. However, following completion of the course and all preliminary negotiations for the above outcomes, QPIX will then share some of those rights over that course product with the students themselves.

In the course of securing some of the above target outcomes, an external investor (e.g. distributor, broadcaster etc) is likely to also secure significant rights over a certain period which again shifts the license over that product in ways that can affect the ongoing uses of the product. All graduates who wish to retain some involvement with their product must always contact QPIX for any updates on these potential future rights issues.

PLAGIARISM

Plagiarism represents a serious breach policy and is not to be tolerated. Plagiarism may take many forms but essentially it occurs when someone submits another person's work as their own, or takes credit for the words and thoughts of someone else without properly acknowledging and referencing the source. Students need to understand what constitutes plagiarism and if they are in any doubt as to what is permitted they should speak with their trainer. [Top](#)

TELEVISION COMMERCIALS (TVC's) & MUSIC VIDEO CLIPS (MVC's)

In the case of the television commercials and the music video clips, both QPIX and the students in the very making of the product duly surrender the majority of rights over the product. The companies participate in the making of the TVC's in the anticipation they will be permitted to keep and use that product to promote their businesses. The bands participate on the same understanding. Both because of this, and inherently, this product has no trading value beyond the course. However, graduates who have been involved in any particular production hold their credits over that product forever, and can choose to screen or broadcast single pieces of these products where they hold a credit, under the conditions outlined below. QPIX may choose to package some of this product in the future, under the conditions outlined below.

DRAMAS & DOCUMENTARIES

As noted, QPIX retains the exclusive right forever (in perpetuity) to draw this product together in packages, sets or sequences for any of the above outcomes. QPIX also retains the right to broadcast, webcast or sell each individual piece or portion of a piece and undertakes to distribute 50% of the nett of that money to that contactable producer (or that individual who has been assigned the producers obligations – see below), who must then undertake to further distribute the remaining 50% of that money to that team. "Nett" means after costs.

Beyond all this, members of all student production teams have the right forever to screen (but not sell) the pieces they worked on individually but have a common courtesy obligation to keep the team members informed, if contactable. [Top](#)

Only the producers of each piece or QPIX have the right to authorise broadcast, webcast and sales of individual pieces, but have a common courtesy obligation to keep QPIX and team members informed. Nett of any earnings from these broadcasts or sales of single pieces by the producers must be distributed equally to the members of the teams. Nett earnings in this case means the Producer can retain 50% to cover costs (e.g. freight, marketing, production office overheads etc, and a fair and reasonable management fee).

QPIX receives no payment from these broadcast deals and sales driven or negotiated by the producer or that individual who has taken on the obligations of the producer.

Those students who believe they have a "moral" right over a piece they have written and/or directed are free to negotiate with the producer (who may anyway have only been randomly selected during the course to produce the piece) to secure 100% of those rights from the producer, rights that according to industry protocol are always held by the producer.

The reason producers are the standard rights holders will be revealed to QPIX students in all our courses.

Alternatively they can choose a shared set of rights at set percentages between all three (or more) key creative's (e.g. writer, college manager, and producer). However, in this case, one of those three (or more) individuals, in return for 50% of all nett earnings, must take on the obligation to distribute the remaining 50% of nett earnings in the agreed percentages to the rest of the contactable team.

QPIX does not recommend this approach of multiple shares in rights. It is not industry standard because it is very unwieldy, but students have a right to attempt this as a learning process if they so choose, or if they feel compelled by cultural reasons to do so.

QPIX must facilitate this process of transfer of rights and the agreed details must be written in the agreement. In the case of intractable dispute, and only a very short time will be allowed for this debate, a time chosen at QPIX's sole discretion, QPIX will rule to retain all rights forever.

If they wish to pursue some version of this approach, students can obtain a simple Agreement Form from QPIX administration to formalise this. This must be countersigned in multiple copies, with one held permanently on file by QPIX.

If the writer, director, or writer/director takes on 100% rights, that writer or director or writer/director must take on the producer's obligations to keep the whole team and QPIX informed of screenings and broadcasts, and to distribute nett earnings equally between team members.

SOCIAL NETWORK SITES VIDEO WEBCASTING

There are many reasons why filmmakers are attracted to placing their work on one of the video networking sites such as You Tube, Vimeo etc. If a graduate producer wishes to do so after the course, they remain bound by the rights issues above, and they should be aware that at this time few sites pay. Some of the content aggregators like Atom Films contract to pay the producer a percentage of their income from each piece so they could be considered, but these decisions remain the right of the producer.

In the first period of around 18 months following completion of production, none of the films should be placed on web or mobile except as trailers of around 1 minute duration. Producers must hold out for Festival entry nationally and internationally. Following this Festival run, the producers may then wish to move them out onto the video sites.

But before they do, we strongly recommend two things to the producers:

- Discuss it with QPIX first to tap our knowledge on it, and because we retain an ongoing rights interest in each piece.
- Research the deals with each agent or content aggregator or distributor carefully, and compare them for the best deal.

[Top](#)

AWARDS

In those cases downstream from the course where product may win awards, QPIX undertakes to distribute 100% of awards money (and trophies) to the contactable ex-student who was formally producer on that piece, (or the contactable individual who has taken on the producer's obligations as above) and that individual then has an obligation to share nett of any cash winnings with that team, but can retain the trophy. Depending on the distance and the weight of the trophy, QPIX may require some freight reimbursement to send it on. If a package, set or sequence of product wins an award, and it is to the filmmakers not to QPIX itself, the above also applies.

If the award is to QPIX, the award and the money will remain with QPIX. If QPIX cannot contact the producer within 2 months, it will retain the prize money.

TELEVISION PRODUCT

In the case of the product such as series or mini-series designed for television, as in QPIX's GEN TV series, all rights are retained by QPIX for trading into a broadcast outcome. The broadcaster will take full rights in return for broadcast, if commissioned. If it is an acquisition, the deal will be non-exclusive, but it remains a package. Therefore the exclusive rights remain with QPIX forever, who will then distribute 50% of nett earnings to the contactable members of that team, to the limit of their deferred earnings as outlined in the deferments schedule.

FINAL NOTE

To restate, all students retain credits over the product made by a team of which they were an official member, forever, and also retain the right to screen (but not sell) that product, forever, but will always carry the common courtesy obligation to keep their fellow team members informed of this event, and any outcomes such as Awards. QPIX retains its credits on every piece of product.

[Top](#)

17 Student Declaration

STUDENT DECLARATION

I, _____ (STUDENT NAME) declare I have read, understood and agree to abide by the requirements and conditions noted within the QPIX STUDENT HANDBOOK.

If there were any issues I did not understand I have asked for and received clarification, and I do now understand and accept the content of this document.

Signature below: _____

Full Name: _____

Date: _____ **Student Number:** _____

[Top](#)