



# CODE OF PRACTICE

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# JMC Academy

## CODE OF PRACTICE

JMC Academy's Code of Practice describes the minimum standards of our teaching and assessment practices.

JMC Academy has incorporated the standards prescribed in the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students* in this Code of Practice.

The JMC Academy Code of Practice is supported by JMC Academy's Policies and Procedures.

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## 1 Access and Equity

All people have a right to study at JMC Academy, provided they meet the necessary entry requirements and pay the required fees.

JMC Academy has developed a policy statement detailing its commitment to access and equity. This is supported by procedures informed by the Academy's commitment to access and equity.

At JMC Academy harassment and unlawful discrimination of any kind will not be tolerated. The Academy prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Whilst the onus for preventing harassment and unlawful discrimination in the workplace is on managers and supervisors, **everyone** at JMC Academy is responsible for conforming to a standard of acceptable behaviour, i.e.: treating others fairly, professionally and with proper courtesy.

## 2 Assessment

At The JMC Academy emphasis is placed upon the student's demonstrated capacity to apply skills and knowledge to their professional practice.

For each subject, JMC Academy has ensured that the assessment methods selected include a range of tasks, ensuring the full range of each student's ability is captured and that assessors are appropriately qualified to grade the assessment tasks. This reinforces the principles of evidence collecting to ensure relevancy, sufficiency and authenticity.

The assessment strategies determined to be the most effective include:

- Performances
- Written presentations
- Spoken presentations
- Practical assignments
- Production Projects
- Research assignments
- Essays
- Exams.

Students may appeal an assessment decision. The Academic Co-ordinator and relevant teaching staff consider assessment appeals.

## 3 Student Welfare, Counselling and Support

### *Academic and Career Counselling*

Students may receive academic counselling from their lecturers, and career counselling from their Campus Manager or Marketing and Recruitment staff.

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Lecturers monitor each student's progress and intervenes to provide support as appropriate, and where needed refers the student to seek additional assistance, depending on the nature of the problem. The Campus Manager provides specific support to international students as required.

## *Personal Counselling*

The Campus Manager will refer any student showing signs of distress or discomfort to a qualified counsellor. These students will be treated with confidentiality, courtesy and empathy at all times.

## *Language, Literacy and Numeracy Support*

Students needing language, literacy and numeracy (LLN) support will be referred to the appropriate support service.

## **4 Student Feedback**

Student feedback is gathered formally and informally and is used to evaluate course delivery and assessment.

Student surveys are conducted in all classes each semester and the results collated and the Academic Co-ordinator deals with any issues arising in a prompt manner. The Academic Board also regularly analyses this information to monitor course delivery and assessment practices.

In addition students are encouraged to provide feedback through their student representatives on their Curriculum and Delivery Committee at each campus.

Additionally, students may provide personal feedback through their lecturers or Administration at any time.

## **5 Compliance with Government Regulations**

The organisation complies with all relevant local, state and federal government regulations covering this type of organisation.

## **6 Course Information**

The organisation provides accurate, relevant, and up-to-date course information prior to enrolment. This includes:

- Enrolment procedures and student selection
- Identification of special needs
- Welfare and guidance services
- Arrangements for the recognition of prior learning
- Teaching and assessment methods
- Assessment appeals
- Standards of conduct
- OH&S requirements
- Fees, charges and refund policy
- Complaints and grievances procedure
- Privacy.

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## 7 Document Control

Document control involves both text and electronic media.

The Chief Executive Officer maintains master copies of financial and management documents.

The Academic Co-ordinator maintains master copies of curriculum and course related documents.

Administration maintains master copies of student's records and qualifications.

Administration holds originals of student data (e.g. evaluation feedback, surveys, etc).

The Chief Executive Officer is responsible for maintenance of electronic media.

Back up copies of electronic data, and archived student records are kept in a secure fire/flood proof storage area off campus.

## 8 Educational Standards

JMC Academy's policies and management practices are designed to maintain high professional standards in the marketing and delivery of education services. Policies and procedures safeguard the interests and welfare of students.

JMC Academy is committed to the success of students and maintains an environment conducive to learning.

As an approved higher education provider JMC Academy has the proven capacity to deliver accredited courses using adequate facilities and appropriate methods and materials.

## 9 Ethics

JMC Academy undertakes to act at all times in an ethical manner. All activities of the Academy will be carried out honestly, fairly, accurately and so as to give value to our students.

We will maintain high standards of financial probity and marketing and advertising integrity.

Our program delivery will benefit students through high standards of education and assessment, up to date methods, quality materials and expert staff.

## 10 Complaints and grievance procedure

In the event of a complaint or grievance, a student can:

- Talk directly with, or write to, the person concerned to resolve the problem
- Seek the assistance of their lecturer
- Seek the assistance of the Campus Manager
- Where a complaints/grievance cannot be resolved informally, the student can write to the Campus Manager seeking a formal review of their complaint/grievance.
- Should the student still be dissatisfied at the outcome, they will be advised of external organisations to which they can present their case.

JMC Academy seeks to prevent grievances by ensuring that students are satisfied with their course and its outcomes.

In addition to their functional expertise, all employees are expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or course

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will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

The circumstances and results of any grievance are analysed thoroughly by Senior Management for its implications and acted on appropriately so as to remove any grounds for grievance in the future by implementation of continuous improvement.

The organisation abides by freedom of information and privacy principles.

## 11 Insurances

JMC Academy maintains up-to-date and adequate insurance cover for the premises and facilities, as well as appropriate workers compensation, public liability and professional indemnity insurance.

## 12 Interaction with students

Students are treated with courtesy and respect at all times. JMC Academy staff maintain courteous and professional relationships with students, and conduct JMC Academy business in accordance with the Academy's policies and procedures, including this Code of Practice.

Student feedback is sought and valued, allowing JMC Academy to continuously improve education delivery and assessment.

At the point of collection, students are informed as to why information about them is required and to what purpose it will be put to.

All activities (including teaching and assessment and other campus activities, for example: performances, showcases and award nights) are planned to include all members of the campus.

## 13 Internal Monitoring and Review

All functions, processes and procedures are reviewed regularly for effectiveness and efficiency. Monitoring and review occurs through:

- Regular staff meetings to review current activities
- Annual review of business plan and its implementation
- Annual review of policies and procedures
- Student feedback
- Staff feedback
- Internal and external audits.

## 14 International Students

JMC Academy is committed to the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

International students are expected to meet JMC Academy's academic standards and abide by its Policy's and Procedures. When required, support is provided to international students to assist them to successfully complete their studies.

In developing its courses, JMC Academy, as a matter of access and equity, takes into account the specific needs of international students, specifically cultural and language, literacy and numeracy.

## 15 Liaison with Industry

JMC Academy seeks feedback from industry contacts to confirm that proposed and existing courses meet the employment and skill demand of industry and future growth areas for self employment and employment of others. Industry input can include:

- Feedback
- Written letters of support
- Requests for specific programs
- Evaluations of similar courses conducted in past 18 months
- Industry statistics
- Recent reports and journals
- Other evidence for education to meet employment/skill demand.

## 16 Marketing and Advertising

JMC Academy is committed to integrity, accuracy, and professionalism in our marketing activities. Information provided to potential students and students will avoid vague or ambiguous statements and false or misleading comparisons with other providers or courses.

The Chief Executive Officer is responsible for overall marketing expenditure and the design and dissemination of marketing and advertising materials. All marketing and advertising material is properly authorised and complies with all relevant legislation and standards.

## 17 National Principles and Standards

JMC Academy adheres to the National Protocols for Higher Education Approval Processes, relevant higher education accreditation Acts, the Australian Qualifications Training Framework (AQTF) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

## 18 Occupational Health & Safety

The safety and security of staff and students is of primary importance in all activities carried out by JMC Academy.

JMC Academy observes all occupational health and safety legislation. All staff and students are informed of their rights and obligations under the relevant Acts. Lecturers/tutors must consider OH&S factors when planning and delivering lessons, and students must be advised of the OH&S requirements of their courses and supervised accordingly.

## 19 Physical Resources

JMC Academy maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary.

JMC Academy maintains administration and educational facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment.

Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

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Campuses have:

- Student amenities such as lounges, drink and food stations and toilet facilities
- Adequate acoustics without disturbance from external noise
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points in a classroom to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely.

## 20 Recognition of Prior Learning (RPL)

JMC Academy is committed to developing and maintaining an effective assessment system that recognises the skills and knowledge that a student has gained from both previous education and/or life experience.

JMC Academy has a *Recognition of Prior Learning* process and procedure that aims to maximise the recognition of a student's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

## 21 Records and Archives

Records are maintained of course development, course delivery, students, human and physical resources, and financial and management activities. Records are kept accurate and up-to-date.

All on-site records are kept in a secure and confidential environment. Access to files is limited to staff involved in their maintenance and appropriate course personnel. Students have access to their records and can provide written authorisation to allow other people access to their records. JMC Academy reserves the right to provide access to student records as required by legislation.

Physical records are archived systematically and consistently, and stored in a secure location off-site. Electronic records are backed up and copies maintained in a secure location off-site. Archives are stored for the statutory period.

## 22 Enrolment

Students will be recruited responsibly and ethically at all times and recruitment will be consistent with any course requirements. JMC Academy is committed to non-discrimination in any form when recruiting and selecting students and at all times complies with relevant legislation.

Appropriately qualified staff will assess enrolment applications to determine whether an applicant's qualifications and skills are sufficient for course entry and likely to lead to successful completion of the course.

### *Access and participation*

Recruitment strategies and selection processes are inclusive of people from diverse backgrounds, take any special needs of students into account and provide support strategies for disadvantaged students.

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## *Recruitment strategy*

JMC Academy employs non-discriminatory recruitment practices. Students are recruited and selected on the basis of the entry requirements specified in course guidelines.

## *Selection process*

The entrance requirements have been designed for maximum flexibility. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or education background.

## **23 Refund Policy**

### Non-Fee Help Students

All fees are due four (4) weeks prior to the commencement of the class. Payment for all fees is in Australian dollars. Payment can be made by cash, credit card or cheque made payable to JMC Academy.

### *Refunds*

- Course fees will not be refunded after the commencement of a course under any circumstances, including student failure, deferral and/or withdrawal from a course
- In the event of JMC Academy cancelling a course, all fees paid in advance of the date of cancellation will be refunded
- If written notice of student cancellation is received 14 days before course commencement, course fees will be refunded in full, minus an administration fee of 20% of the total course fees
- Registration fees are non-refundable.

### *Refund of course fees for overseas students*

- For overseas students, course fees are refunded in full if a visa application is rejected. JMC Academy reserves the right to retain the full registration fee
- Fees will not be refunded if notification of visa rejection is received less than three weeks prior to course start date
- Where a visa has not been received in time to start the course, the student must notify JMC Academy in writing and they will be offered another starting date without extra charge
- All refunds will be made in Australian dollars (AUD) and in accordance with the ESOS Act 2000 and ESOS Regulations 2001.

### Fee Help Students

A student who has withdrawn from the course after the census date in either semester may apply to have their tuition fees refunded or their FEE-HELP balance re-credited, where the student believes that *special circumstances* apply. The application must be made in writing and forwarded, with accompanying independent supporting documentary evidence to substantiate the claims, to the Campus Manager within 12 months of withdrawing. In the event that the application is successful, the Academy will proceed with the refund in accordance with the relevant policies and procedures. The Academy will inform DET of their decision for the purposes of re-crediting the students FEE HELP account.

## 24 Staff Recruitment

JMC Academy is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

Recruitment is consistent with any course requirements. Applicants are assessed by appropriately qualified staff to determine whether their qualifications and skills are sufficient for employment and likely to lead to successful associations with JMC Academy and its students.

### *Access and participation*

Recruitment strategies and selection processes include people from diverse backgrounds, take any special needs of applicants into account and provide for disadvantaged applicants.

### *Recruitment strategy*

The organisation employs non-discriminatory recruitment practices. Staff may be recruited by a variety of means, as is appropriate for the courses for which they are being recruited.

### *Selection process*

All applicants are considered and a short list established from which final selections are made. This short list is submitted to the Department of Education and Training for the *Working with Children Check*. Staff are selected on the merit of their documented skills and experience which are at least commensurate with the requirements specified in relevant subject descriptors. Referees and recommendations are checked. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or education background.

## 25 Lecturers and tutors

Lecturers and tutors involved in course delivery and assessment possess the required standard of skills and knowledge and qualifications (or equivalent) as prescribed in the course documentation.

### *Induction*

New lecturers and tutors are inducted in order to:

- Familiarise them with the organisation, its goals and its structure
- Introduce colleagues
- Identify other staff members
- Familiarise them with premises and equipment
- Instruct them in organisational principles and standards
- Instruct them in organisational processes and procedures.

### *Professional development*

Lecturers and tutors are encouraged to maintain and upgrade their qualifications and knowledge relevant to the content, delivery and assessment of the courses being delivered.