



CODE OF PRACTICE

Introduction

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 *Higher Education Standards Framework (Threshold Standards) 2015* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* in this Code of Practice.

JMC Academy’s Code of Practice is supported by JMC Academy’s Policies and Procedures, and is applicable to all campuses and all JMC Academy staff and contracted lecturers.

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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 necessary fees.

JMC Academy has developed a policy statement detailing its commitment to diversity, inclusion, access and equity. This is supported by procedures that inform JMC Academy's commitment to this.

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:

- Age
- Gender, gender identity, sexuality, sexual orientation
- Mental health
- Religious or political belief or activity
- Colour, race, nationality, descent or ancestry and ethno-religious or national origin
- Marital relationship or domestic status
- Pregnancy, child birth and breastfeeding
- Disability (which includes physical, intellectual, psychiatric or psychological, learning or cognitive disabilities, and any virus or bacteria that can cause disease, such as HIV. It also includes any disability a person had in the past, has now, or may have in the future).

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*

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

For each unit, 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 Director of Education and relevant teaching staff consider assessment appeals. *For more information refer to our complaints and appeals policies and procedures.*

3. Student Welfare, Counselling and Support

Academic and Career Counselling

Students may receive academic and career counselling from support staff, their lecturers, and from their Campus Manager.

Lecturers monitor each student's progress and intervene 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 supports the International Services Division in providing 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 each trimester and the results collated by the Education Team for presentation to the Curriculum and Delivery Committees, who deal with issues arising promptly

The Curriculum and Delivery Committees report to the Learning and Teaching Committee. It is through the Learning and Teaching Committees report to the Academic Board that Academic Board can monitor course delivery and assessment practices.

In addition students are encouraged to provide feedback through their Student Representative Council on each campus.

Additionally, students may provide personal feedback through their lecturers or

Administration at any time.

5. *Compliance with Government Regulations*

JMC Pty Limited trading as the Academy complies with all relevant local, state and federal government regulations.

6. *Course Information*

JMC Academy 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
- Description of facilities and their access
- Workplace health and safety requirements
- Fees, charges and refund policy
- Complaints and grievances procedure, and
- Privacy of information.

7. *Document Control*

Document control involves both text and electronic media.

The Chief Executive Officer, with the Director of Finance and Operations, is responsible for the proper control of financial records and management documents.

The Director of Education, with the Education Team and Heads of Department, are responsible for the proper control of curriculum and course related documents.

The Campus Manager, with Administration, are responsible for maintaining complete electronic and paper based student records, including copies of qualifications awarded.

8. *IT security*

The Chief Executive Officer is responsible for security and maintenance of IT systems. This is achieved through the services of third-party vendors. Backup copies of electronic data and archived student records are kept in a secure fire/flood proof storage area off campus.

9. *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.

JMC Academy academic staff are recruited on the basis of the alignment of their qualifications, and level and type of experience to the unit of study they will deliver.

10. 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 JMC students.

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

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

11. 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 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. *For more information refer to our complaints and appeals policies and procedures.*

12. *Insurances*

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

13. *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 JMC community.

14. *Internal Monitoring and Review*

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

- Regular staff meetings to review current activities
- Annual review of relevant plans and their implementation
- Regular review of policies and procedures
- Student feedback
- Staff feedback
- Internal and external audits.

15. *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 policies 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.

16. *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:

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

17. 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 Director of Marketing and Brand, under delegated authority, is responsible for overall marketing expenditure and the design and dissemination of marketing and advertising materials. All marketing and advertising material are properly authorised and required to comply with all relevant legislation and standards.

18. National Principles and Provider Standards

JMC Academy adheres to the *Higher Education Standards Framework (Threshold Standards) 2015*, and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*.

19. 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/workplace health and safety legislation. All staff and students are informed of their rights and obligations under the relevant Acts. Lecturers/tutors must consider safety and security factors when planning and delivering lessons, and students must be advised of those requirements of their courses and supervised accordingly.

20. 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.

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, and
- Suitable tools and equipment set up safely and securely.

21. *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 the *Awarding of Credit Points for Prior Learning Policy* 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.

22. *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 these. 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.

23. *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.

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.

24. Refund Policy

Domestic students

JMC Academy's policy for tuition fee refunds to students withdrawing from a course or unit of study, or due to provider default and are in accordance with the Higher Education Support Act 2003 and the FEE-HELP Guidelines.

A fee refund is not automatic on the withdrawal, deferral, cancelling or suspension of enrolment on or before the relevant Census Date. All students must formally submit either a signed 'Application for Withdrawal', or a signed 'Application for Deferral of Course Commencement'.

Any student suspended from JMC Academy due to misconduct is not eligible for a refund.

Students can apply for a refund if they withdraw or defer their study after enrolment and prior to the commencement of the trimester, or prior to or on the CENSUS date.

Under special circumstances, students may have their tuition fees refunded or their FEE-HELP debt re-credited. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

JMC Academy will grant a full or partial refund of tuition fees (for fees paid in advance), or arrange for removal of a FEE-HELP debt in accordance with its Tuition Fee Refunds and Removal of FEE-HELP Debts Domestic Students Policy and Procedure.

International students

JMC Academy will grant a full or partial refund of tuition fees in accordance with its International Student Fee Refund Policy.

All refunds will be made in Australian dollars (AUD) and in accordance with the ESOS

Act 2000 and ESOS Regulations 2001.

For more information refer to our fee policies and procedures.

25. 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

JMC Academy 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

Staff are selected on the merit of their documented qualifications (which are at least one AQF level above that which they will be teaching), and the skills and experience as they align with the requirements specified in relevant unit outlines. 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 or disability.

26. 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, and to
- 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.

27. *Free Intellectual Inquiry, and Academic Freedom*

JMC Academy's reputation as an educational institution depends upon its ability and determination to challenge, revise and renew accepted ideas, be able to encourage debate, and support the development and testing of theories. Therefore staff and students must have the right to exercise their own professional judgment in engaging in teaching, learning and research without undue interference.

Notwithstanding, free intellectual inquiry carries responsibilities to exercise professional care and competence in teaching, learning and research and must not affect the ability of others to engage freely in teaching, learning, research and debate.