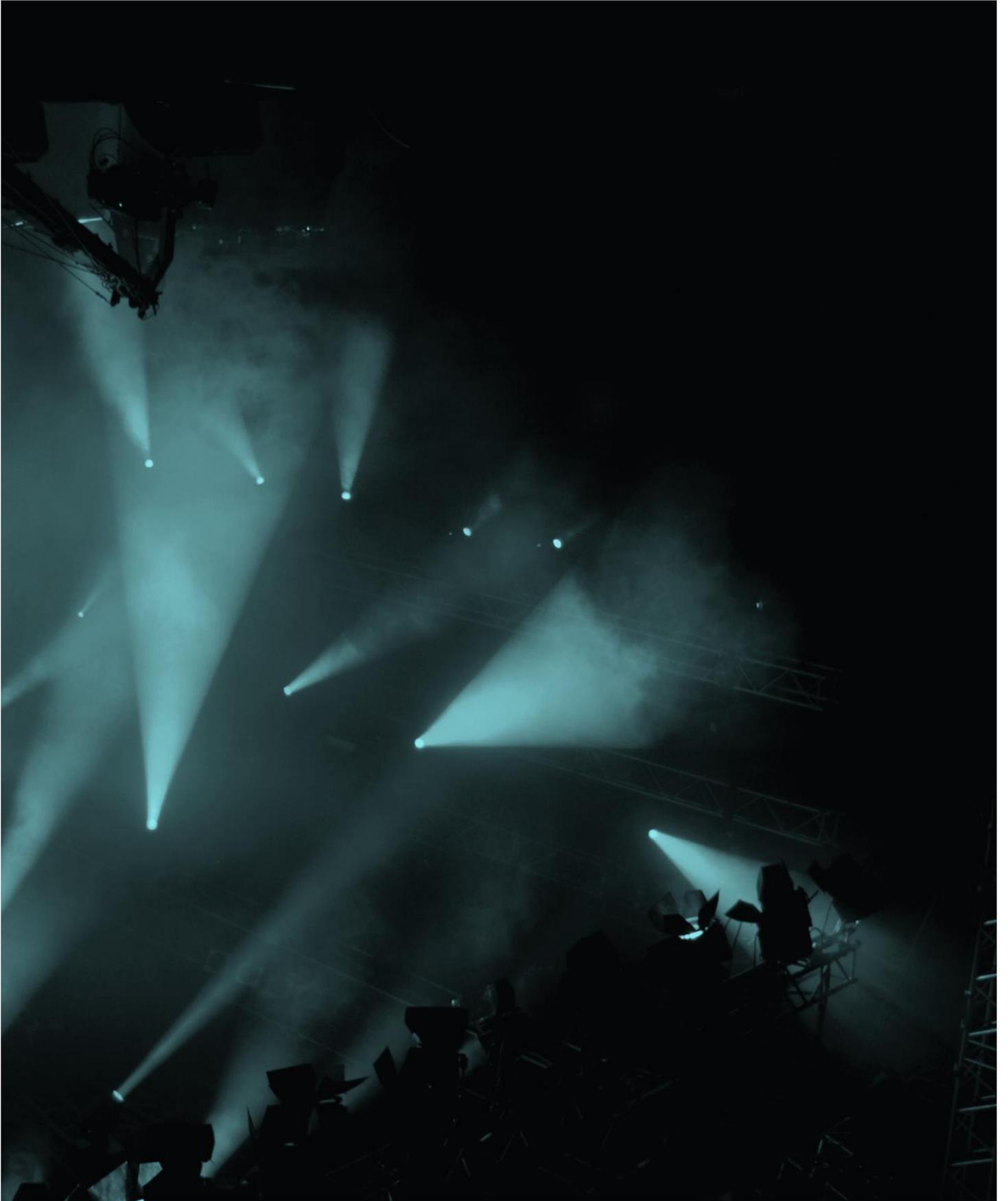


VET STUDENT HANDBOOK



WELCOME

On behalf of the staff and students at JMC, we would like to welcome you to the JMC Academy family.

Our uniqueness is defined by our people. It is defined by the individuality, distinct talents, personal histories, and achievements of each of our lecturers, and of each and every one of our students. It is the way these all interact to create the unique dynamics and superior outcomes delivered in every course.

It is defined by the recognition and respect we have earned over the years by industry leaders and by academics; reflected through our extensive and ground-breaking industry accreditation, incomparable Vocational Education and Training (VET), and Higher Education courses and the successes achieved by thousands of JMC Academy graduates.

For our students, the advantages of studying at an independent Registered Training Organisation and Higher Education institution include the ability to gain critical level thinking inherent in all our curriculum whilst simultaneously benefiting from the production based, industry-responsive practical component taught by proven professionals in each course. This ensures our graduates are industry-ready when commencing and developing in their chosen careers.

Dr John Martin Cass

Founding Director, JMC Academy

JMC Academy is Australia's leading Creative Industries institution, offering qualifications in Screen and Media, Acting, Music, Songwriting, Audio Engineering, Film and Television Production, Entertainment Business Management, Digital (Visual Communication), Animation and Game Design, as well as our Postgraduate program: the Master of Creative Industries.

With advanced-design campuses, ongoing technology upgrades, a dedicated team of academics and industry professionals, and a network of international master class lecturers, JMC Academy is committed to ensuring our graduates make their own indelible mark on industry.

JMC Academy's ultimate focus is to deliver inspiring and technologically sophisticated programs, which cater to the global needs of the creative industries. By nurturing, supporting and mentoring students who share a true passion and dedication for these industries, we are able to guide them into rewarding careers.

At JMC Academy you can expect to have an excellent learning experience.

This Handbook sets out the guidelines for what you can expect from JMC, and what JMC can expect of you as one of our students.

Our vision

Our vision is to provide excellence in Creative Industries education by being relevant, practical and innovative. We aspire to grow in a clear, sustainable way, within a vibrant, stimulating and intellectual environment.

Our students will become global citizens who are culturally informed, technologically adept, and ready to lead. The people at JMC Academy will share a passion for creating, sharing, and applying knowledge worldwide.

Our mission

The mission of the JMC Academy is to advance knowledge and educate students in Creative Industry practice and related areas of scholarship.

The Academy is dedicated to providing its students with vocational and higher education courses that combine rigorous study and professional practice in a supportive, intellectually stimulating and diverse campus environment.

The Academy seeks to develop in each member of the JMC community the ability and passion to work wisely, creatively and effectively.

In this way JMC Academy graduates can make a valuable and sustainable contribution to their community, the nation and the world.

Our values

- Quality
- Excellence
- Innovation, Collaboration and Creativity
- Academic Rigour
- Cultural and Social Diversity
- Honesty, Integrity and Ethical Practice
- Equity

01

ABOUT THE CUA31020 CERTIFICATE III IN SCREEN AND MEDIA



The CUA31020 Certificate III in Screen and Media is a nationally recognised vocational education and training qualification offered by JMC Academy to people looking for a pathway into further learning, or an entry level position in the creative industries.

Students enrolled in JMC Academy's CUA31020 Certificate III in Screen and Media are undertaking a nationally recognised qualification from the CUA Creative Arts and Culture Training Package (Release 5.0).

Each qualification in a Training Package has been determined by industry to be a specific and necessary set of skills and knowledge for working in the industry in that particular area.

The CUA31020 Certificate III in Screen and Media-

... reflects the role of individuals who use basic skills and knowledge for work in skilled assistant or skilled assistant operator roles in the screen, media and entertainment industries.¹

This means that the work you do in this course will be geared towards '... the attainment and demonstration of skills to meet industry-specified standards'² as documented in a unit of competency.

It also means that when you do your assessments, you need to consider them as opportunities for you to demonstrate your skills and knowledge in relation to the standards in the nominated unit of competency. If you don't meet those standards of performance then your assessor cannot verify that you are competent, and therefore you will not be in a position to be awarded that unit of competency.

To find out more about competency-based training, the Department of Education and Training has published *Factsheet: Competency-based Training*, accessible from:

<https://www.myskills.gov.au/media/1776/back-to-basics-competency-based-training.pdf>

COURSE STRUCTURE

CUA31020 Certificate III in Screen and Media offered by JMC Academy is delivered in four modules:

- Creative development/academic skills
- Audio Theory and Practice
- Visual Media Theory and Practice

¹ Qualification details CUA31020 Certificate III in Screen and Media (Release 1) at <https://training.gov.au/Training/Details/CUA31020>

² NCVET 2000, *Competency-based training in Australia: Research at a glance*. From https://www.ncver.edu.au/__data/assets/file/0022/5593/nr9102a.pdf

- Production Project

The assessment tasks

There are five assessment tasks in this course.

The assessment tasks are cumulative: they step you through the process of creating and producing a creative work. Assessment task 4 and 5 in particular are significant projects that will require a substantial amount of work from you to complete.

Earning the qualification

You need to pass all the assessment tasks in all the subjects to be awarded the qualification.

The units of competency

All students enrolled in JMC Academy's CUA31020 Certificate III in Screen and Media will be assessed against these units of competency:

- BSBCRT311 Apply critical thinking skills in a team environment (C)
- CUAIND311 Work effectively in the creative arts industry (C)
- CUAWHS312 Apply work health and safety practices (C)
- BSBCRT201 Develop and apply thinking and problem solving skills (E)
- BSBSTR401 Promote innovation in team environments (E)
- CUACAM311 Shoot material for screen productions (E)
- CUAPOS211 Perform basic vision and sound editing (E)
- CUASOU213 Assist with sound recordings (E)
- CUASOU317 Record and mix basic music demos (E)
- CUASOU308 Install and disassemble audio equipment (E)
- CUAWRT301 Write content for a range of media (E)

A student will always need to meet the requirements for 11 units of competency to be awarded the qualification.

Copies of each unit of competency can be found in PLATO, or at <https://training.gov.au/Training/Details/CUA31020>.

Employability Skills

Throughout the course, your trainers and/or assessors will be observing your ability to demonstrate the following employability skills:

Communication

- Interpret and clarify written or verbal instructions
- Interpret and apply information in user manuals for software applications
- Write copy that meets specific requirements

Working in a team

- Seek and respond to feedback on work in progress
- Work as a member of a production team—both independently on assignment and under direction

Solving problems

- Anticipate and deal with minor equipment set up and operational problems
- Modify graphic images and elements of web pages to achieve desired effects

Showing initiative and enterprise

- Generate a range of feasible ideas for visual designs within the scope of a job role
- Obtain information in a culturally appropriate way
- Participate in quality improvement activities

Planning and organising

- Collect and organise information in a way that allows for easy retrieval
- Plan work tasks in a logical sequence
- Undertake basic research into information to be used in written copy

Managing your own work

- Act within the scope of a job role
- Follow workplace procedures, particularly in relation to OH&S
- Produce work within deadlines
- Seek expert assistance when problems arise

Learning and improving

- Keep up to date with industry developments and trends
- Improve writing skills through drafting and redrafting material
- Review design and creative reference material to improve understanding of visual communication principles
- Identify and take advantage of opportunities for ongoing professional development

Using technology

- Manage files using standard naming conventions
- Use content management systems, authoring and digital imaging software
- Use link-checking software
- Use video and audio software to prepare video and audio sequences for inclusion in interactive media products.

02

A SAFE CAMPUS

All students are expected to contribute to a safe learning environment by following all reasonable directions from JMC Academy staff, and not put themselves or others at risk.

Students are asked to handle all JMC Academy equipment and resources safely and in accordance to instructions. If loss, neglect or serious misuse (resulting in damage) of JMC Academy equipment ensues, whilst under a student's use and or responsibility, they will incur the cost of the item/s replacement or repair.

All students are required to:

- wear suitable footwear (no open toed shoes i.e. thongs or sandals), otherwise entry will be refused;
- act in such a way that you do not put yourself, or any other person, at risk;
- obey any reasonable direction that is given to ensure health and safety;
- avoid running on campus;
- report all spillages to Student Services and any other situations that could cause injury to persons on our campus.

student welfare

At JMC Academy, it is our responsibility to serve our communities and ensure that the safety and wellbeing of our students and staff is, and always has been, our highest priority and at the forefront of everything we do. In times of any disaster or global crisis, JMC Academy will always follow the advice and directions of Australian Federal and State Governments, and the relevant expert local authorities. We safeguard, look after, and monitor our students' physical, emotional, social, and intellectual well-being as well as their conduct and behaviour.

A counselling service is provided to all students to seek help with personal difficulties, self-management skills or simply for a friendly conversation. Note that the counsellor is unable to grant requests for assignment extensions.

Academic support is provided to students who require help with assignments, exam, essays and referencing.

If you have a concern about your studies, please make an appointment with your Head of Department or at Student Services if you wish to talk with the Campus Director. The Campus Director will then help you to determine what support you may need to rectify the situation. You can be assured that every such request will be treated with discretion.

Mental health + wellbeing

JMC Academy strives to provide a safe and healthy environment to study and work, for its students and staff.

If you notice any of the students or colleagues manifests any signs and symptoms of struggling with academic work or being under psychological or emotional duress, please notify your Trainer, or Head of Department, or Campus Director immediately.

There are counselling services available on Campus for students. The appointments can be booked via Library or Student Services. For more information about counselling please refer to 'Getting Support' (section 10) of this handbook.

Harassment, bullying + discrimination

JMC Academy is committed to actively fostering an inclusive culture that is free from bullying, discrimination and/or harassment of any kind. The JMC Academy expects all its staff and students to constructively contribute to a creative, safe and diverse learning environment where bullying, discrimination and harassment will not be tolerated under any circumstances. Bullying, discrimination and harassment may adversely impact a person's health and wellbeing as well as their right to educational opportunities at JMC Academy.

Not only is it unkind and unfair, but it is also against the law for anyone to harass another person or to unlawfully discriminate against another person in the workplace, either directly or indirectly.

JMC Academy will take all reasonable steps to eliminate such behaviour through the use of an educative approach on the prevention of bullying, harassment and discrimination, ensuring that all students know their rights and responsibilities in an environment that encourages people to speak out.

JMC Academy:

- Sets standards of acceptable behaviour for JMC Academy students, contractors, and employees
- Actively works towards sustaining a learning environment free from bullying, harassment and/or discrimination
- Assesses and accepts enrolments based on the applicant's demonstrated capacity to successfully undertake the course of their choice
- Makes reasonable adjustments to campus facilities and curriculum to accommodate a student's specific, identified requirements for learning
- Deals effectively with conflict arising from reported incidents of bullying, harassment and/or discrimination, and
- Provides academic and counselling services, as a matter of course, to support students to successfully complete their studies.

JMC Academy will investigate all claims of unsafe, discriminatory, or aggressive behaviour and where the allegations are upheld, takes disciplinary action as required, which may include expulsion or suspension. For more detailed information, please visit the JMC Academy website.

LGBTQIA+ inclusivity

JMC Academy is dedicated to providing a safe, healthy, and inclusive learning environment for our LGBTQIA+ students and staff. JMC Academy recognises that studying and working may hold additional challenges for someone who identifies as lesbian, gay, transgender, intersex, queer or asexual (LGBTQIA+) which is why we are dedicated to ensuring that our support services, facilities, and communities are LGBTQIA+ inclusive. Please refer to section 13 for external support avenues.

Sexual misconduct

Sexual Misconduct refers to sexual harassment or sexual assault and includes behaviour that could amount to a sexual offence and/or sexual harassment. At the JMC Academy we want safety and

respect to be central to the culture of our community and therefore there is no tolerance of sexual harassment or sexual assault.

We strongly support the **Respect. Now. Always.** campaign with our strategy underpinned by the core principles that:

- Our students feel safe as they work towards their qualification; and that
- Every student who reports sexual misconduct or violence receives a compassionate, timely and fair response.

On PLATO you will find a site titled '**Respect. Now. Always.**' which has detailed information and resources around the matter of sexual assault and sexual harassment.

Respect. Now. Always.

Help shape a culture of safety and respect at JMC Academy.

03

STAYING HEALTHY

Smoking

JMC Academy is zoned a SMOKE FREE campus. Students found smoking on campus will be expelled as they are in breach of WH&S laws. This includes all boundaries and properties controlled by JMC Academy Management.

This prohibition includes smoking of all tobacco products, including electronic cigarettes. Once outside the boundaries of JMC Academy controlled properties, smoking and use of tobacco products is subject to local laws.

This JMC Academy health initiative is aimed to:

- Reduce smoking rates amongst staff and students
- Provide smoke-free environments to support those interested in reducing smoking or attempting to quit
- Eliminate passive smoking and provide a safe and clean environment for all to occupy and enjoy
- Significantly reduce littering and pollution of our land and waterways by eliminating the random disposal of cigarette butts, and
- Provide commitment to our local community by promoting evidence of concern of their health and well-being.

For advice and help to quit smoking call Quitline 13 78 48 or visit <http://www.quitnow.gov.au/>.

Alcohol + drug use

There is to be no taking or selling of any drugs and/or alcohol or attending class under the influence of drugs and/or alcohol. Any student found selling or offering to procure drugs will be expelled. Any student attending JMC Academy under the influence of drugs and/or alcohol will be expelled. Any student found with drug paraphernalia will also be expelled. In any of the above instances, JMC Academy will request police to investigate.

nuisance

Although located in a commercial zone, JMC Academy campuses are also located in close proximity to residential areas. Therefore, it is important that the conduct of JMC Academy students does not impact on the amenity of this residential area.

Classes have been specially structured each day into three sessions with staggered breaks to minimise the number of students on campus at any one time, which in so doing reduces the potential for disturbance to neighbouring properties and residents, particularly in terms of:

- Noise disturbance
- Litter
- Utilisation of street car parks.

In addition, we ask that you always remain respectful and behave appropriately when on campus, at venues being used by JMC Academy, at Academy events, and when travelling to and from the campus. Students conducting themselves in an offensive manner may be asked to leave JMC Academy. Students may only congregate in JMC Academy's designated student communal areas during class breaks.

Students are not permitted to congregate on the street in front of the academy.

Theft + vandalism

Any allegation made against a student of theft, vandalism or destruction of JMC Academy property will be investigated and may require the police to be notified. The JMC Academy campuses are under constant video surveillance and any evidence of theft, vandalism and destruction will result in expulsion.

in the unlikely event

First aid

In emergencies call '000' or '112' on mobiles. All basic requests for first aid should go to Student Services. For serious injuries, please inform your Trainer or Student Services immediately so that the appropriate action can be taken, and incident logged accordingly.

Critical incident

A critical incident, in general terms, is defined as a traumatic event which may cause or is likely to cause extreme stress, fear or injury and may be regarded as outside the normal range of experience of the people affected. Some examples of critical incidents may include:

- Serious traffic accidents
- Physical or sexual assault
- Death, serious injury or any threat of these
- Natural disasters
- Chemical, radiation or bio-hazard spillage.

In the event of a critical incident and depending on the nature of the incident, the Campus Director will call a meeting with the appropriate staff to form a Critical Incident Response Team.

The Critical Incident Response Team will set in motion a critical incident action plan to manage various aspects arising from the incident. Where there is risk to life or property, an incident or potential incident should be reported to the Emergency Services, (Fire, Police, Ambulance) and Security services immediately. If necessary, evacuation procedures should be put in place before contacting emergency services. Please refer to section 13 for the details of emergency services.

Evacuation procedure

JMC Academy engages the services of "First Five Minutes" to advise on emergency procedures. When the fire alarm rings:

- Proceed at a walking pace to the nearest fire escape (all classrooms have maps that indicate the nearest point)
- Do not run, shout fire or push others, as this promotes panic
- If there is smoke, get down low and go go!

- Do not use the lift
- Check the emergency exit maps in your classroom to see where to assemble
- Stay with the group – DO NOT WANDER OFF FOR COFFEE
- So that a JMC Academy staff member can account for you wait at the assembly point on:
 - Melbourne Campus - corner of Bank St and Palmer Street or corner of Bank St and Bank Pl
 - Sydney Campus - corner of Bulwara Rd and MacArthur St; MacArthur Street Rest Area
 - Brisbane Campus – Alexander Smith Place Park, 63 Grey Street or Fish Ln
- Do not leave the assembly point until you have been given permission to do so.

privacy

JMC Academy is committed to preserving your privacy and will:

- Only collect personal information from you for lawful purposes
- Only collect information as it is necessary
- Tell you what the information will be used for
- Tell you who else, if anyone, will receive that information
- Protect personal information from loss, unauthorised access, use, modification or disclosure or other misuse
- Not disclose personal information outside JMC Academy except where:
 - You have consented to the disclosure, or the likelihood of disclosure
 - JMC Academy is required by legislation, court order or other legally enforceable instrument and the request is in a written form, and/or
 - Disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to life or health of any person.

04

STAYING CONNECTED

Keeping it current

It is your legal responsibility to let JMC Academy know if you have changed your address and/or changed your phone number. We must have your most up to date contact details on file so we can easily reach you if your class has been re-scheduled, or you need to come and meet with us to discuss your attendance/progress or other campus related matter.

email

You will be given a JMC Academy email address when you enrol. JMC Academy will use this email address to correspond with you. It will go to your Outlook account, which is connected to your Office365 account.

Office365

Every enrolled student with JMC Academy has access to JMC's Office 365 institutional account. You can use your JMC email account to access Office365.

Accessing Office365 will give you access to:

- Word Online
- Excel Online
- PowerPoint Online
- OneNote
- Outlook

Teams

This is your chat-based interactive space for collaboration with your classmates and Trainer. When using Teams you will be able to communicate with your peers, share information and ideas, ask questions and voice opinions. You can access your class Team via link provided in PLATO.

Plato

PLATO is the JMC Academy learning management system that allows students to interact with each other and their trainers online. It also allows you to access course overviews and assessment briefs as well as other JMC documentation such as assignment cover sheets, the Student Handbook, the Style Guide and JMC Academy's Policies and Procedures. Your Trainers will be able to place relevant class material online as well as any important dates for your units. Importantly, it is where you will get feedback from your assessor on your assessment tasks. It is also a great place to go for resources to help you study, write academically as well as reference your sources correctly. PLATO is accessible from any computer with an internet connection.

- URL: <https://plato.jmccademy.edu.au/>
- Username: Student Number
- Password: Temporary password will be emailed separately to your JMC email account

Having trouble logging in? Contact Student Services.

Paradigm

Paradigm is JMC Academy's 'online student management system'. Once you are enrolled, you can access Paradigm:

- www.jmccademy.edu.au or https://jmc.edu.net.au/php/student_summary.php

Paradigm is where your personal information is stored, along with your enrolment details, subject results and notes of any contact JMC Academy makes with you, or you make with JMC Academy.

05

WHEN ON CAMPUS

At JMC Academy, you can expect to spend time in the classroom and in different studio environments, from MIDI labs, to computer labs, to audio recording and television recording studios.

Your attendance and participation in both are vital to ensure you satisfactorily complete each unit of competency and get the most out of your time at JMC.

Your JMC Academy trainer/assessor will share their academic and discipline knowledge and skills with their students, and assess student achievement in a timely manner.

You need to meet all assessment task deadlines: project due dates, quiz deadlines and so on. Under extenuating circumstances, some flexibility around deadlines may be extended to students, upon written application well before the due date.

Your timetable, attendance and participation

You will be provided with a course timetable before your course starts.

Classes are structured into two (2) sessions (Monday to Friday). The timetables are reconfigured every study period and therefore may vary, but the typical hours of the day are:

- Morning 9:00am – 12:00pm
- Afternoon 1:00pm – 4:00pm

Because of how JMC Academy works with you to achieve the learning outcomes, your trainer/assessor will expect you to attend every scheduled session.

In addition, you will need to dedicate a significant amount of self-paced study time to prepare for and complete your assessment tasks.

Turning up, on time is part and parcel of life as a respected and respectful working professional. Please be ready to start class, when class starts.

Sick?

Please notify Student Services by phone or email if you are going to be absent for more than one day due to illness. Upon your return, you will need to give your trainer/assessor your medical certificate. We will only accept medical certificates signed by a registered doctor.

Unforeseen circumstances?

You can probably expect at least one kind of life event to occur when you are studying. Let Student Services know as soon as you can what is happening so that we know where you are, and when we can expect you to return.

06

WHEN IN THE CLASSROOM

Classroom etiquette

Simply, treat others like you want to be treated. In class this means:

- Everyone turns up on time
- Everyone gets a turn
- Everyone tries their best
- Everyone supports and encourages everyone else.

It's true (and there is plenty of research to support the claim): the more positive you and your classmates are about learning, about making mistakes, about making sure everyone is included, the better your time in class will be and the better your results.

Teamwork

Being able to work well in a team is a skill. Your trainer/assessor will work with your team to help facilitate the best outcome. Everyone is responsible for making a team work by:

- Collaboratively creating the team's goals
- Actively demonstrating acceptance: no one else thinks the way you do, or has the same perspective on an issue that you do, and everyone has the right to voice their opinion on the topic at hand. Voicing an opinion is not about making it personal
- Being responsible for our own work, and
- Being accountable, and being fair.

It takes a lot of emotional energy to be a productive member of a team, along with a significant amount of personal insight, including critical self-reflection. It's not impossible, and it's really rewarding when it works.

Employers want people who can lead a team, and be a member of a team. They also want people they (and their existing employees) can work with.

Netiquette guidelines

The purpose of these Netiquette (internet etiquette) Guidelines for Students is to encourage and support considerate and respectful interactions in JMC Academy online learning and teaching environments, and in the broader online environment at JMC Academy. Similar Guidelines document has been developed for staff.

Whether in the face-to-face world or in an online learning space, proper behaviour and etiquette are important while collaborating with your Trainer and peers. Regardless of the virtual or physical working environment, JMC Academy students and staff are required to adhere to the Student Code of Conduct, Staff Code of Conduct, all JMC Academy Policies and Procedures, and Guidelines available on Plato

Be polite and respectful

- Sign up with your full name while joining online class – this avoids confusion and enables your Trainer to identify all students in their class session and take roll.
- If you would like to join a different online class session, please inform your Head of Department as soon as practicable, unless advised otherwise.
- Place your computer against neutral background and turn on your camera. You may only occasionally, or if directed by your Trainer, turn off your microphone and camera during your class session to avoid unnecessary disruptions.
- Treat all staff and students and the wider JMC community with respect in video tutorials, email, chat, feedback, or any other form of communication. To promote clarity, a certain level of formality is expected in any form of communication with staff and fellow students in the online learning environment. Please use polite greetings and signatures, full sentences and respectful phrases incorporating “please” and “thank you” where appropriate.
- Do not:
 - use bad or offensive language
 - discriminate or post pictures which might be offensive
 - personally criticise other students or staff
 - make personal insulting remarks
 - eat during the class session
 - interrupt teacher or classmates
 - scream
 - allow distractions – as in your normal classroom all phones should be muted

Disruptive behaviours will not be tolerated. Trainer may and will exercise the right to remove disruptive students from the online class session or/and report students to Head of Department and/or Campus Director in order to undertake disciplinary actions.

- When in doubt about how to craft an online contribution, consult your Trainer or a staff member before posting.
- Always be respectful of others’ opinions even when they differ from your own.
- When you disagree with someone, you should express your contradictory opinion in a respectful, non-critical way. Don’t be afraid to contribute.
- Allow for equal participation.
- Acknowledge other people’s contributions without being judgemental.
- Consider carefully that there are cultural differences which can greatly affect how online communications are presented and received.
- Dress appropriately during the live online lessons. For instance, pyjamas are not appropriate for the classes in real life so the same applies in a virtual classroom.

Chats, forums + emails

- Engage in online discussions and log on regularly to stay aware of developments, to promote interactions and to help support your own and others’ studies.
- Ensure correct spelling and grammar in all forms of online communication.
- Proofread emails and online contributions before sending or posting.
- Avoid acronyms, slang terms and texting abbreviations such as “u” instead of “you.”
- Avoid using the caps lock feature AS IT CAN BE INTERPRETTED AS “YELLING!”. There are other ways to adjust how text displays (e.g., italics, underline, font colour, font type) to get your point across without appearing angry.
- Limit the use of emoticons like :) or 😊 - your Trainer will advise what emoticons are allowed.
- Be concise as long paragraphs may be, at times, difficult to follow.

- Be cautious when using humour or sarcasm as sometimes it is lost in an email or discussion post and your message might sound offensive. What may seem like an obvious joke to you could come across as rude or harassing to those who do not know you personally. As a rule of thumb, it is best to avoid sarcasm altogether in an online classroom and virtual conversations.
- Make posts that are relevant to the topic and within the scope of the course material. Be as brief as possible, while still making a thorough comment.
- Online discussions can move fairly quickly, so it is important to absorb all of the information before crafting and sending a reply.
- Chats are incorporated into many online classes as a place for students to share ideas and ask questions related to the lesson. The class chat is not an instant messenger like you would use with friends. It is a learning functionality. Try not to distract your classmates with off-topic discussions.
- Ensure you follow the academic rules and policies as they relate to academic integrity and honesty. If you quote others, including other students, in online discussions, ensure the student is acknowledged, using quotation marks and referring to the student and the date of the online quote.

Security

- Be careful with personal information (both yours and others').
- Do not send confidential information via emails, chats and forums. Do not share links to your online classes.
- A comment spoken in class can be forgotten quickly, but what you share in an online classroom may become a part of a permanent digital record. Internet tends to store things eternally, and what you say privately can easily become public.
- Do not automatically save passwords on shared computers or devices.
- For more information please refer to: *Cyber Security Policy* and *Acceptable Use of Information Technology Resources Guidelines*.

Academic integrity

At JMC Academy, we value academic integrity. It is vital for students and staff to act with:

- Honesty - means students are honest in all the academic work they do at JMC Academy, and clearly delineate between their work and the work of others they have used. It also means students promote the values of academic honesty among their peers, and do not engage in or encourage other students to engage in improper behaviour as they conduct their academic work.
- Trust – both students and staff nurture and rely on the environment of mutual trust. Such climate promotes and sustains the exchange of ideas, opinions and free academic inquiry.
- Fairness – JMC Academy upholds the principles of equal opportunity, inclusion, fairness and respect by establishing clear and transparent expectations, practices and standards.
- Respect – means facing your own challenges with veracity, valuing diversity of opinions and challenging others' ideas with a professional demeanour.
- Responsibility – means every member of JMC Academy is responsible for preserving and maintaining the principles of the academic integrity.

At JMC Academy, students and staff are expected to:

- Uphold the principles of academic integrity of honesty, trust, fairness, respect and responsibility during all academic work including online collaborations and assignments.
- Take responsibility for your own academic work. Always give proper credit when referencing or quoting another source whether in online conversions or assignments.

For more information, please refer to: *Academic Integrity Policy and Procedure*.

Inappropriate behaviour

JMC Academy expects all its staff and students to constructively contribute to a creative, safe and diverse learning environment whether online or face-to face, where discrimination, bullying, harassment and sexual misconduct will not be tolerated under any circumstances.

If you are aware of inappropriate online and social media behaviour, clearly ask for it to stop and keep a record of your request. If the behaviour does not stop, do not engage further. Things you can do in these instances are:

- Report concerning online behaviour to your Trainer verbally or via email.
- Report concerning online behaviour to your Campus Director by using Application to Lodge a Formal Complaint or Sexual Misconduct Report Form.
- Block unwanted messages and posts on social media sites.
- Delete or block the person who is behaving this way.
- Keep evidence of the behaviour (save texts or emails, and/or take screenshots of social media sites).
- Get [help and support](#).

For more information, please refer to:

Health, Safety and Wellbeing Policy;

Discrimination, Bullying, Harassment and Sexual Misconduct Policy;

Diversity, Equity and Inclusion Policy;

Student Complaints and Appeals Policy;

Sexual Assault Procedure;

Student Complaints and Appeals Procedure and

Sexual Harassment Procedure

Non-Academic Misconduct Policy and Procedure

07

USING THE SPECIALIST FACILITIES

As a JMC Academy student, you have access to professional standard studios and laboratories in which to conduct your project work.

Please remember you are individually responsible for the equipment you use at JMC Academy. Access to the equipment at JMC Academy is part of your studies, and we ask that you respect that privilege and be careful with all equipment you come into contact with.

As a student, you will always be accompanied by a JMC Academy staff member to use specialist studios and equipment.

Regardless of the specific facility you are booked to use:

- No food or drink is allowed
- You need to be wearing footwear that protects your feet
- No student ID, no entry: always wear your ID card in its JMC lanyard
- You are responsible for any loss or damage that may occur when using JMC Academy facilities/equipment
- Save all your work on a portable storage device (for example: such as CD/DVD/USB. External Drives recommended are USB2 and Firewire interface with the minimum specifications: Interface: USB2 + Capacity: 320gig
- JMC Academy regularly cleans drives and can take no responsibility for lost student work
- Whatever you take into a studio or classroom, make sure you leave with it. Sometimes personal items are handed into Student Services as 'lost property' but not always
- Your trainer/assessor will let you know if and when you need to bring your own equipment/instrument onto the campus (e.g. guitars, bass, cymbals, microphone and so on)
- You must comply with all workplace health and safety requirements that apply to the use of specialist facilities (safe hearing practices, lifting, use of electricity, using ladders and so on)
- Leave the room neat and tidy, ready for the next group
- If you are not scheduled to use a studio or lab, please do not enter when a class is in progress
- You can use the computers in the library to access your email
- JMC Academy reserves the right to refuse entrance to the campus or any other room/facility on the campus

Let us know immediately if you notice or cause a fault so we can fix it as soon as practical.

08

DOING YOUR ASSESSMENTS

It's our mission to prepare you for the future, to give you hands-on practical and technical knowledge that reflects the way they do it in the industry and develops alongside it as technology changes; to invest in you the critical reasoning and mental smarts to deal with every situation.

The assessments in JMC Academy's CUA31020 Certificate in Screen and Media are your opportunity to show your trainer/assessor that you understand what is required by a specific task, and that you can apply that knowledge to the doing of that task. It goes beyond mere mimicking what you have seen your trainer/assessor and/or peers do...it is just as much about your process of what needs to be done, as well as the final product.

The best tips for doing well in your assessments are:

- Read and understand the assessment instructions,
- Read and understand the assessment criteria,
- Ask your trainer/assessor as many questions as you need—before you start your assessment—to double check your understanding,
- Keep asking for feedback from your trainer/assessor about how you are going, what you are thinking, what you are considering doing next ... when you get the feedback, think about it and use it constructively. If you choose not to use the feedback, that's fine but don't dismiss it out of hand,
- For an in-depth understanding of the assessment task and all that's involved you can always refer to the units of competency for this course.

Copies of each unit of competency can be found in PLATO, or at <https://training.gov.au/Training/Details/CUA31020>.

Academic integrity // Freedom of Speech

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, students have the right to exercise their own professional judgment in engaging in teaching, learning and research without undue interference.

Your reputation as a student depends on your ability to take responsibility for your own learning: your ability to and determination to challenge, revise and renew your ideas, enter into discussions, to test and develop your creative ideas, seeking feedback and treating your colleagues and their ideas with respect.

Your reputation as a person with integrity depends on your ability to honestly represent the work you do as distinct from the work of others that you have called upon to inform the development and outcomes of your projects. As our friend Isaac Newtown is quoted as saying 'If I have seen further than others, it is by standing on the shoulders of giants', and as Coco Chanel counselled 'The most courageous act is to think for yourself. Aloud.'

Referencing the work of others

There is no excuse for incorrectly, or neglecting, to attribute the work of others you have used—as a direct quote, or paraphrased, or emulated, or code you have copied from an open-source webpage... JMC Academy’s Style Guide includes all the information you will need to make sure you prepare in-text citations and reference lists as required. To not appropriately credit the work of others is considered academic misconduct and penalties apply.

Your academic support officer and/or librarian can also assist you with the details of correct referencing practice.

Academic misconduct

As a JMC Academy student, you are responsible for ensuring that any work you submit for assessment appropriately and accurately references the sources of all work you have used in your assignment that are not your own. To not do so will be deemed academically dishonest.

Academic dishonesty is academic misconduct and can refer to acts of bribery, plagiarism, collusion, cheating and contract cheating, falsification, fabrication and enabling academic misconduct. You are responsible for reading and understanding JMC Academy's policies and procedures in relation to academic honesty and the process for investigating and determining act/s of academic misconduct, and what penalties may apply.

Similarly, JMC Academy expects all its staff to uphold the principles and practices of academic integrity in all their work and dealings.

Should you have any questions regarding these policies and procedures please see your Head of Department, Trainer or Campus Director.

Any claims made against you or any other student regarding academic dishonesty will be investigated. Where the allegations are upheld, penalties will be applied, as per the *Academic Integrity Policy and relevant Procedure*.

Academic misconduct definitions

Bribery: This involves either offering or accepting bribes (money or other favours) in return for a grade or another form of advantage.

Cheating: Cheating is the attempt to deliberately circumvent examination or assessment rules or regulations.

Contract cheating: This is the practice of paying someone else to do an assignment and then submitting that assignment as your own work.

Collusion: This is working closely with someone on an assignment, when the assignment is meant to be wholly an individual student's work. While discussing ideas with others is beneficial, when it is written down, recorded, drawn and so on, it must be entirely the student's own work. In a group assignment collusion occurs when the group, or any member of the group, discusses the assignment with a person outside their group and contributes that outside person's ideas to the group assignment.

Enabling academic misconduct: Enabling academic misconduct means working with a student and deliberately promoting or overlooking acts of plagiarism, cheating, falsification and/or fabrication. Enabling falsification and fabrication means deliberately assisting a student to falsify and/or fabricate information, so that it can be presented as real and factual.

Falsification: Falsification is the deliberate misrepresentation or forgery of existing information or documentation and representing that to be real.

Fabrication: Fabrication is the deliberate creation of purported or non-existent information or documentation, and the representation of that as actual data.

Plagiarism: Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writings or other work of another person as though it is your own work.

Self-plagiarism is when a student uses their work (either in its entirety or in parts) for more than one assessment task in the same unit, as in the case of repeating a unit or in subsequent units, it may include but is not limited to:

- Recycling your own work in part or in full without reference, including:
 - Reusing work you have submitted for the same subject (as in the case of repeating a unit),
 - Reusing work you have submitted for another unit,
 - Reusing work you have submitted for another institution,
 - Publishing work you have previously published,
- Publishing significant research as a number of smaller studies to increase publication count.

Permitted re-submissions and work done for assessment tasks that are cumulative are not considered self-plagiarism.

Submitting your assessment

Your assessment must be:

- Submitted no later than the due date and time, and
- Submitted in the format required, and
- Submitted with a coversheet, and,
- Submitted as per your trainer/assessor instructions.

You must keep a copy of any assessment task you submit.

It is also a good idea to take a screen shot of PLATO as a record of you submitting your work as required.

Label everything with your name, student number, date and the assessment task number & assessment name. It is your responsibility to submit your assessment in the correct format, and to present it professionally.

Dispute over when and or if a submission was or was not on time will not be considered if you do not have evidence that confirms your submission time/date.

Progression

Please refer to JMC's Guidelines for Monitoring Students Progression in Nationally Recognised Training (VET qualifications) for specific details about how JMC Academy manages students who do not meet academic requirements for continuing with their studies at JMC Academy.

In summary:

Re-submission

Students can resubmit assessments as per the process outlined in the *JMC Assessment Management Policy and Procedure* and *JMC Guidelines for Monitoring Students Progression in Nationally Recognised Training* documents.

Re-enrolment

JMC Academy will consider applications to re-enrol in a course on a case-by-case basis. Students who did not submit any assessment tasks will not be re-admitted until one year has passed since the start date of their course.

Re-collecting assessments

Your submitted assessment tasks will be kept on JMC Academy 's Learning Management System, PLATO for a period of one (1) year after the end of the course.

The record of your results however will be kept by JMC Academy for a period of 30 years.

Extensions to assessment due dates

If needed, within a study period, you may apply for a standard extension of time to complete set assignments due to special circumstances, using an appropriate form available from Student Services. This form must be completed and lodged at least three (3) business days prior to the due date.

Lodgement of an application for extension does not constitute approval. Applications must include written statement explaining valid reasons for requesting an extension of time and must be accompanied by supporting documentation such as a medical certificate.

Applications for Extension will take a minimum of 48 hours to process. If approved, a letter authorising up to five (5) days extension will be issued.

JMC Academy cannot give verbal approval of your application for your extension.

More than one week or repeat extensions will not be considered.

Please note: for serious extenuating circumstances that may extend beyond the end of trimester, separate application for 'Special Consideration' must be submitted.

'Special consideration'

You *may* be eligible for Special Consideration if:

- You have been affected by unexpected or extenuating circumstances,
- The circumstances were outside of your control and for which you had no opportunity to prepare themselves in advance,
- The circumstances made it impracticable for you to complete the requirements for the assessment/s,
- The circumstances made their full impact on you after census date for the course.

You will only ever be given up to five (5) days extension from the due date of the assessment.

Extensions exceeding five (5) days may be granted based on Special Consideration Application. Only a Head of Department can approve an extension or a request for special consideration.

Grades

You will be assessed as competent or not yet competent against each unit of competency in the course. You must be assessed as competent in every unit to be awarded the qualification.

Results

Assessment Results are handed to Student Services by your trainer/assessor after assessing has been completed.

You can print an Interim Record of Results from Paradigm portal once all results have been finalised.

Official Records of Results will only be produced upon completion of your study and once all results have been entered into the system and verified by JMC Academy.

[Request for a re-mark/Assessment appeals](#)

You are within your rights to request a re-mark of an assessment task if you genuinely believe that you should have been assessed as 'satisfactory' for an assessment.

If you are still not satisfied with the result of the re-mark, then you may appeal the assessment decision.

You must follow the process outlined the JMC Academy Assessment Management Policy and Procedure. Pay particulate attention to the timeframes for submitting requests for re-marks and appeals.

09

TESTAMURS + RECORD OF RESULTS + STATEMENTS OF ATTAINMENT

vocational education training

A Testamur is only issued to students who have met all the requirements of the award.

Record of Results is a certified record of all results which a student has obtained in units leading to a qualification.

JMC Academy issues Records of Results concurrently with the Testamur free of charge.

An early or re-issued Record of Results are available to a student at any time upon request.

A Statement of Attainment is issued to a student who has completed some but not all units of competency for the award. A Statement of Attainment may be issued to a student upon their request at any time during or after their course of studies.

JMC Academy will also issue a Statement of Attainment to a student who withdraws from the course before completing the award.

10

GETTING SUPPORT

Regardless of how talented you are, sometimes you need the right support in order to hone your skills, and drive a truly remarkable career.

JMC Academy provides academic and pastoral support and assistance to all students, who are either identified as 'at risk' because they are not meeting the requirements of satisfactory academic progression, or who independently seek support from an academic support officer, counsellor or librarian.

Each campus has a dedicated academic support expert who may help student individually or through the series of academic workshops run regularly throughout the year.

You can seek assistance for:

- Academic writing and referencing
- Business plans
- Computer skills
- CVs and cover letters
- ESL support
- Exam preparation
- Mindfulness sessions
- Note taking
- Presenting
- Researching
- Study skills and time management
- Time and Stress Management

If you are unsure what you need speak to your trainer/assessor, follow this link to [Resources in PLATO](#), or drop into your library.

Support + intervention strategies

JMC Academy is committed to providing academic and pastoral support and assistance to all students, identified as 'at risk' of not achieving full satisfactory academic progress.

Monitoring and early identification of academically 'at risk' students is conducted on a regular basis. A wide range of support and intervention strategies is offered to students identified as 'at risk', support and intervention strategies designed to help advance students in their enrolment and provide them with a supportive learning environment to ensure academic success.

Support and Intervention Strategies may include but are not limited to:

- Invitation and encouragement to attend start up program (This program is open for all students with students in their first study period in focus),
- Invitation and encouragement to attend various academic and life skills workshops offered,
- Frequent contact and follow-up checks from the Academic Support Services team,
- Regular 1-on-1 meetings with the Academic Support Services team for individual assistance,

- Recommendation of Counsellor’s assistance with personal matters and/or wellbeing if necessary,
- Creation of, or amendment to, a Disability Plan wherein reasonable adjustment is instigated where disabilities or medical conditions are impacting on the student’s ability to participate or progress,
- Referral to an academic staff member for additional assistance,
- Specification of units for the current/next study period,
- Specification of attendance or participation requirements,
- Structured Study Plan
- Structured Learning Agreement
- Other interventions appropriate to the case.



Library

JMC Academy Librarians are experienced and trained professionals who can:

- help you locate the best resources and information to complete your assignments,
- advise you on correct referencing,
- answer any other Library related questions.

Databases (jmc academy subscriptions)

- EBSCO Search a wide range of academic journals on many subjects.
- Audio Engineering Society e-library Papers from the professional society for audio technology.
- Stash Media News, research and inspiration for animation, motion graphics and VFX.
- Sound on Sound Magazine Recording technology magazine.
- Hit Songs Deconstructed The #1 Source for Hit Songwriting Analysis
- Video tutorial on using EBSCO,
- Beamafilm
- Dram online
- Kanopy

eBooks

- ProQuest eBook Central Authoritative eBooks at your fingertips

Other library catalogues

- Trove Maintained by The National Library of Australia, to find resources in various formats such as books, images, historic newspapers, maps, music, archives and websites.
- National Library of Australia
- State Library of Victoria
- State Library of New South Wales
- Powerhouse Museum Library
- State Library of Queensland

Copyright

A student with JMC Academy is the copyright holder to any original works they create. Should a student become an employee of JMC Academy, anything the student creates within the scope of employment will belong to JMC Academy.

As a condition of enrolment, JMC Academy retains a non-exclusive, perpetual, royalty-free, worldwide license to use all student works generated in the course of academic work at JMC Academy for non-profit educational, marketing or promotional use. In the event that the student chooses to use their work for commercial purposes, recognition of JMC Academy is essential.

If the student conducts a research project and they have signed a funding or research agreement, then ownership may be subject to the terms of the agreement.

Counselling

At JMC Academy we offer counselling services if you are experiencing personal difficulties. It provides a confidential and neutral place to freely express your needs and concerns. Counselling appointments are free of charge and confidential. You can talk with the counsellor about any concerns which may be affecting your studies. Some common issues may include:

- Relationships
- Procrastination
- Difficulties with time management
- Feeling down or stressed out
- Feeling unmotivated with studies
- Drug and alcohol abuse
- Difficulties with concentration
- Sexuality
- Problems with employment, accommodation or finances
- Self-esteem and identity
- Bullying, harassment or abuse.

Please check the counsellor availability at your local Campus Student Services or/and Campus Library.

Talkcampus

TalkCampus is the leading global peer network that provides free and instant support for students specifically with mental health and wellbeing challenges.

This means you don't need to struggle alone! You can talk to your peers about your concerns and issues anytime and anywhere.

TalkCampus provides:

- Free, 24/7 instant online support for your mental health
- Anonymous, safe spaces where people CAN share
- No discrimination, No stigma, No judgement
- A world class real-time safeguarding and moderation that is clinically governed.

You can download the app to your device via App Store or Google Play and access it immediately.

11

INTERNATIONAL STUDENTS

international services office

208 Park St South Melbourne VIC 3205

E: melbourne@jmc.edu.au

Ph: (03) 9624 2929

Fax: (03) 9696 2520

department of home affairs

Website: www.homeaffairs.gov.au

General Enquiries: 131 881

See: www.homeaffairs.gov.au for more information

consulates

Please see Student Services for the address and contact number for your Consulate General, or use www.whitepages.com.au

overseas student health cover

All international students are required by law to maintain adequate health cover during their time in Australia. JMC Academy can purchase health cover on a student's behalf, through health insurance provided by NIB.

OSHC helps students to meet the costs of medical and hospital care they may need while in Australia. This may include:

- Visiting the doctor or specialists
- Emergency ambulance
- Some hospital treatment
- Some prescription medications

For more information:

<https://www.health.gov.au/resources/publications/overseas-student-health-cover-oshc-fact-sheet>

overseas student ombudsman

Students are encouraged to utilise JMC Academy's complaints and appeals procedure in the event of an issue with JMC's services, staff or other matter. To engage mediation services outside of the JMC Academy, students may contact the Overseas Students Ombudsman. The Overseas Students

Ombudsman investigates complaints about problems that overseas students may have with private education and training providers in Australia.

For more information please visit:

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

arriving on campus

Prior to classes commencing, or within the first week of class, all students must present the following to their campus student services:

- Visa
- Australian address
- Health cover card
- Any other original documents that have been requested by the International Services Division

international student support

JMC Academy offers internal and external student support services including:

- Peer mentoring program
- Foundation course before studies
- Pre-arrival orientation presentation
- On-campus orientation
- Academic support staff
- On-campus counsellor
- On-going support from International Services
- On-campus English Language support
- Off-campus support through a network of English language colleges where more intensive help is required.

Please contact International Services Office for more information about additional ongoing and temporary support avenues and help options.

accommodation

Accommodation is not available on campus at JMC, however our International department is happy to help students find suitable accommodation options that are reasonably close to campus.

Before students arrive in Australia, we suggest finding temporary accommodation in their chosen city, to give them time to get to know the area and look for a more permanent place to stay.

Students may stay in student accommodation, shared accommodation, hostels or homestays.

hostels
yha.com.au

shared accommodation
www.flatmates.com.au
easyroommate.com

homestays
homestaynetwork.org

Ask our International Team for more advice on these options.

Renting

- Renting can also be called 'leasing' and can be done through a real estate agent or privately.
- When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage to the property while you are renting. Some, or all, of this amount may be refunded to you at the end of your rental agreement.
- By law, you have the right to feel secure in your property, and it must be maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord.
- If your agent or landlord is being unreasonable, you can contact the Fair Trade Agency in your state. Contact International Services if you need more information.

residential address in australia

Let us know your residential address in Australia within 7 days of arriving in Australia. If you change your address during the course of your study, you must notify JMC Academy of your new address within seven days of the change. JMC reserves the right to provide student contact details where it is required by legislation, court order or other legally enforceable instruments. Use an appropriate form available from Student Services to notify JMC of any changes to your contact details.

Personal safety + security

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

Public transport

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

Going out

When you are out with friends or by yourself, here are some simple things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- Try to travel with a friend or in a group. Keep your bag and belongings close to your body and where you can always see them.
- Never hitch hike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.

- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport.
- Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.
- Call 000 in the event of an emergency. Remember, calls to 000 are free of charge.

travel concession

Sydney

International students are generally not entitled to transport concessions in NSW. International students who use public transport should check for concession options here: <https://www.opal.com.au/>

Melbourne

International students are unable to access concessions cards for travel on trains, trams and buses. Students may purchase an ISIC card from their travel or education agent for other travel discounts.

Brisbane

International students residing in Queensland are able to access concessions cards for travel on trains, ferries and buses. You can also utilise your JMC Academy student card for a range of concessions on things such as movie passes, sporting events, concerts etc.

work

The student visa allows students to work up to 40 hours per fortnight during the study period. However, JMC recommends working no more than 16 hours per fortnight to allow you to focus on your studies. You are in Australia to study and this should be your priority.

All workers in Australia have rights. These are:

- A minimum wage, that varies between jobs.
- Challenge of unfair dismissal from the job
- Breaks and rest periods, and
- A healthy and safe work environment.

If you feel your employer does not grant you these rights, you can contact the Fair Work Ombudsman (www.fairwork.gov.au) to lodge a complaint. If you are unsure, contact International Services for advice.

international office

Phone: 03 9624 2929

Email: international@jmc.edu.au

Peter Gainey: Director of International Services

Leng Te: International Communications Manager
Fernanda Barros: International Agency Support Manager
Jenny Tran: International Programs and Student Support Officer
Tass Kitipanya: International Inquiries & Admissions Manager
Vincent Ho: International Inquiries & Admissions Officer

12

COMPLAINTS and APPEALS

Please refer to the JMC Academy's Student Complaints and Appeals Policy and Procedure, available through the Plato portal and the JMC Academy website.

The JMC Academy's procedures for handling student complaints and appeals are underpinned by principles of mutual respect and procedural fairness for all students, staff and others who may be involved.

The JMC Academy complaints resolution process comprises the following four stages:

- Informal Resolution,
- Formal Resolution,
- Internal Appeal, and
- External Mediation.

The following general principles of procedural fairness apply to all stages of the process:

- Maintaining appropriate confidentiality,
- Acknowledging of all formal complaints in writing,
- Treating complainants and appellants with courtesy and respect and taking reasonable steps to prevent discrimination or victimisation
- The respondent is adequately informed of allegations and proceedings,
- All parties are provided with the opportunity to respond and be heard,
- Decision makers are without conflict of interest or prior involvement in the case,
- Decisions and processes are free from bias
- Pursuit of an expeditious resolution, consistent with the need to act fairly,
- All parties are advised of the decision and the reasons for the decision in writing, including but not limited to, detail of the internal appeal process and/or external mediation service.

The complaints and appeals procedures are undertaken by JMC Academy with no cost to the student.

13

EXTERNAL SERVICES

emergency

Phone: 000 or 112 from a mobile for police, fire and ambulance.

help and advice

[pregnancy counselling australia](#)

T: 1300 737 732

www.pregnancycounselling.com.au

Free, confidential & compassionate counselling with concerns associated with an unexpected or difficult pregnancy.

[mensline australia](#)

T: 1300 789 9978

www.mensline.org.au

24/7 Counselling and resources for men in crisis.

[nsw redfern legal centre](#)

(Legal advice for international students)

T: 02 9698 7277

www.rlc.org.au

Email: info@rlc.org.au

73 Pitt Street, Redfern NSW

[qld caxton legal centre inc.](#)

(Legal services for international students)

T: 07 3214 6333

www.caxton.org.au

1 Manning Street, South Brisbane

[parentline australia](#)

T: 1300 301 300

www.parentline.com.au

9am - 9 pm Mon to Fri.

Support, counselling and parent education.

[support act](#)

T: 1800 959 500

www.supportact.org.au

E: admin@supportact.org.au

24/7 Wellbeing Helpline for anyone, also specialising in the performing arts sector

[vic: study melbournestudent centre](#)

(Legal Advice for International Students)

T: 1800 056 449 (free from landlines)

www.studymelbourne.vic.gov.au

Email:

info@studymelbourne.vic.gov.au

599 Little Bourke Street, Melbourne

[nurse-on-call](#)

T: 1300 60 60 24

It is a telephone helpline that provides immediate expert health advice from a registered nurse, 24 hours a day, 7 days a week.

pregnancy counselling australia

T: 1300 737 732

www.pregnancycounselling.com.au

Free, confidential & compassionate counselling with concerns associated with an unexpected or difficult pregnancy.

mensline australia

T: 1300 789 9978

www.mensline.org.au

24/7 Counselling and resources for men in crisis.

nsw redfern legal centre

(Legal advice for international students)

T: 02 9698 7277

www.rlc.org.au

Email: info@rlc.org.au

73 Pitt Street, Redfern NSW

qld caxton legal centre inc.

(Legal services for international students)

T: 07 3214 6333

www.caxton.org.au

1 Manning Street, South Brisbane

parentline australia

T: 1300 301 300

www.parentline.com.au

9am - 9 pm Mon to Fri.

Support, counselling and parent education.

support act

T: 1800 959 500

www.supportact.org.au

E: admin@supportact.org.au

24/7 Wellbeing Helpline for

anyone, also specialising in the performing arts sector

vic: study melbournestudent centre

(Legal Advice for International Students)

T: 1800 056 449 (free from landlines)

www.studymelbourne.vic.gov.au

Email:

info@studymelbourne.gov.au

599 Little Bourke Street, Melbourne

nurse-on-call

T: 1300 60 60 24

It is a telephone helpline that provides immediate expert health advice from a registered nurse, 24 hours a day, 7 days a week.

banks

Below are some of Australia's major banks. Please note that banks charge varying fees for using their services. Please ensure you understand all associated fees before opening a bank account.

anz

Ph: 13 1314

www.anz.com.au

national australia bank

Ph: 13 2265

www.nab.com.au

westpac

Ph: 13 2032

www.westpac.com.au

suncorp

Ph: 13 1155
www.suncorp.com.au

commonwealth bank of australia

Ph: 13 2221
www.commbank.com.au

local medical centres and hospitals

brisbane

SmartClinics
West End Family Medical Clinic
CentreT: (07)3844 4111
79 Boundary Street, West
End
www.smartclinics.com.au/location/west-end/

Marter Hospital
T: (07) 3163 8111
Raymond Terrace, South Brisbane

sydney

My Health Medical
CentreT: (02) 9188
3893
64 Darling Drive Shop 1
Darling One Building, Darling
Square,
www.myhealth.net.au/darling-square/

Royal Prince Alfred
HospitalT: (02) 9515
6111
50 Missenden Rd, Camperdown

melbourne

Real Care Health
ClinicT: (03)
9699 1088
245 Park Street, South
Melbourne
www.realcarehealthclinic.com.au

The Alfred
HospitalT:
(03) 9076
2000
55 Commercial Road, Melbourne

JMC ACADEMY CAMPUSES

BRISBANE

75 Grey St, South Brisbane, QLD 4101

Email: brisbane@jmc.edu.au

Telephone: 07 3360 4500

Fax: 07 3846 3435

MELBOURNE

208 Park St South Melbourne VIC 3205

E: melbourne@jmc.edu.au

Ph: (03) 9624 2929

Fax: (03) 9696 2520

SYDNEY

561 Harris Street, Ultimo, NSW 2007

Email: sydney@jmc.edu.au

Telephone: 02 8241 8899

Fax: 02 9212 4801

1300 410 311

jmcacademy.edu.au

