



Creating Links

Registered Training Organisation and Consultancy

Student Handbook

Covering the roles and responsibilities of Creating
Links, The Brisbane Academy of Musical Theatre and
students

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1. Introduction

Creating Links is a community based registered training organisation working in partnership with the Brisbane Academy of Musical Theatre (BAMT) in 2018 to deliver the Certificate IV and Diploma in Musical Theatre. The BAMT industry led training will take place on site at the Hayward Street Studios, with students learning from trainers who are leaders in their fields of expertise.

The Student Handbook is provided to students to ensure they understand the roles and responsibilities of Creating Links and BAMT, as well as their responsibilities as students undertaking this training.

2. Accredited training and assessment

2.1.1 Competency based training and assessment standards

The course curriculum is 'competency-based'. This means that the student's performance in the course will be judged in relation to competencies, and not in comparison to other students.

These competencies are outlined in the study materials for each course. Academic records reflect course units as 'competency achieved' or 'competency not achieved'.

2.1.2 National Assessment Principles

Creating Links and The Brisbane Academy of Musical Theatre (BAMT) who will deliver the training and assessment of the musical theatre qualifications, has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered.

Assessment meets the National Assessment Principles including recognition of prior learning and credit transfer.

2.1.3 Adequate resources

A full range of training materials, physical resources and studio spaces are provided to ensure the learning outcomes for each course will be achieved.

2.1.4 Assessment Criteria

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

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate the student's understanding of principles or reasoning behind the action taken.
- **Role play** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.

- **Project** – an activity based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Third party reports** – documents completed by supervisors or peer assessors (or any other except the trainer/assessor) providing feedback on performance.
- **Presentation and Performance** – students perform within productions and a range of showcases as part of their final assessments.

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

2.1.5 Assessment Processes

- All assessment processes will be valid, reliable, flexible, and fair. Students will be advised on the assessment requirements before training commences.
- Issues regarding assessment are to be negotiated with the trainer
- The resubmission of work is at the discretion of the trainer
- Whilst some aspects of assessment may be negotiable, students are expected to work within the **timelines** that are specified with each course
- Extensions to these dates may be negotiated if requested, **prior to the stipulated deadlines.**

2.1.6 Extensions

Extensions are granted., however, students who then fail to submit work by the extension date and request their work to be assessed later, will be required to pay additional fee for service costs, as well as an administration fee of \$100.

2.2 Quality Training and Assessment through Evaluation

2.2.1 Quality Training Focus

Creating Links and BAMT have a commitment to providing a quality service with a focus on a continuous improvement.

2.2.2 Continuous Evaluation and Modification process

Creating Links and BAMT value feedback from students, trainers and industry representatives. Feedback from students is collected throughout the year and training programs are evaluated and modified as appropriate.

2.3 Statements of Attainment and Diploma

All Qualifications meet the requirements of the training package/product and legislation.

A Certificate/Statement of Attainment and Statement of Record will be issued within 30 working days of successful completion of the training program. Testamurs will be awarded at a Graduation Ceremony.

All assessments must be satisfactorily completed, and outstanding fees paid, before the relevant Diploma, Certificate or Statement of Attainment is awarded.

3. Student Services

3.1 Student Services

The following Student Services Goals are adhered to by Creating Links and BAMT:

3.1.1 Administrative services

- Telephones are normally staffed throughout the business day (9am-5pm Mon-Fri).
- Telephones enquiries are answered within two working days.
- E-mails are answered within three working days after receipt.

3.1.2 Student support services

Student support, study and career counselling is available. Please contact Administration to make an appointment.

3.2 Student Induction and Orientation

Once the course registration form and payment has been received, participants will be emailed a course confirmation letter, which will include a link to access the Creating Links Student Handbook online. This will need to be read prior to the student induction delivered by BAMT, as all students will be required to sign a form that they have read and understood the roles, responsibilities and policies and procedures of Creating Links and BAMT; as well as student responsibilities participating in the BAMT training program.

BAMT and Creating Links will provide an in depth student orientation at the beginning of Semester 1 to familiarise all students with the building, workplace health and Safety, and understanding the requirements and expectations of all students participating in the training.

3.3 Welfare and Guidance

Creating Links has sound management practices to ensure effective student services and has student welfare and guidance services relevant to the training products. For any matter outside of Creating Links' expertise or control, very effort will be made to refer the student to the relevant agency or expert.

3.4 Language, Literacy and Numeracy

3.4.1 Core and foundation skills Assessment

All students are assessed in order to ascertain if their reading, writing, communication, learning and numeracy skills are sufficient to successfully undertake the training program. If it is clear that students may not have the required skills to complete a Certificate IV or Diploma level course, students will be offered LLN training through another training provider.

If students are assessed as having minor gaps in the Core and foundation skills assessment, this will be discussed with them, and additional support provided by Creating Links or BAMT, in order for the student to complete their studies. This will be provided at no additional cost to the student.

3.4.2 LLN Costs

If the student is assessed as not having adequate core and foundation skills to undertake the course, they will be referred to another institution who provide specialised tutors and training programs to provide the additional training required. In most cases, LLN costs are currently subsidised.

3.5 Vocational Pathways

For information on the vocational pathways for each course, please contact BAMT or Creating Links, depending on the course training provider.

4. Admission and Administration Information

4.1 Entry requirements – BAMT students

Participants will be recruited responsibly and ethically at all times and recruitment will be consistent with any training package/product requirements. BAMT is committed to non-discrimination when auditioning and selecting new students, and will comply at all times, with equal opportunity and anti-discrimination legislation. Where possible, BAMT will assist students who require consideration due to health issues, or who may have a disability.

It is a pre-requisite that all registering students are required to go through an audition process prior to the confirmation of their enrolment. It is expected that students will have the equivalent of a Certificate III level of competence in at least one of the production genres if applying for the Certificate IV in Musical Theatre; and have the Certificate IV in Musical Theatre or equivalence, if enrolling for the Diploma of Musical Theatre.

4.2 Unique Student Identifier

Creating Links is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course, if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to the National Centre of Vocational Research (NCVER).

If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> If you have a USI number, but you have forgotten it, go to: <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi>

Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

4.3 Student Fees

4.3.1 Training fees for each current course can be located online.

BAMT courses require a \$1,000 deposit, and the remaining fee is spread across the year and paid in weekly instalments. More information can be obtained from Creating Links or BAMT Administration, whoever is the training provider.

4.3.3 Administration Fee for Extended Study

Students who fail to complete the course within the academic year and choose to complete their work and be assessed at a later date, will be charged a non-refundable administration fee of \$100, plus costs associated with any additional training and assessment required.

4.3.4 Student withdrawing from training

see 4.6.2

4.4 Recognition of Qualifications Issued by other Registered Training Organisations (RTOs)

Creating Links recognises qualifications and Statements of Attainment, within the Australian Qualifications Framework (AQF), issued by any other RTO.

4.5 Skills Recognition Procedure

Recognition of Prior Learning (RPL)

RPL is the acknowledgement of a person's skills and knowledge acquired through previous training, work, or life experience, which may be used to grant status or credit in a course.

4.5.1 Prior Learning

Applicants who consider that they have completed appropriate training or have through prior learning and experience gained the required skills/competencies stipulated for the course offered, may be granted credit upon substantiation of that claim. It should be noted that the assessment required for the recognition of prior learning and current competence incurs a fee similar to that of undertaking the course.

4.5.2 Applying for Skills Recognition

Once students have enrolled and paid the enrolment fee, they may then apply for skills recognition (rpl). If they wish to do so, they must:

- contact Administration for an RPL Candidate Self Assessment Kit;
- submit the RPL application at least three weeks prior to the commencement of the relevant course;
- submit a current curriculum vitae with two referees; and
- pay an RPL application fee, which in most cases is the same as the course.

Successful students are notified promptly of the RPL outcome. The Director will advise unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms, if they are unhappy with the result.

4.5.3 Credit Transfer

Students may be entitled to credit in the following circumstances:

- Successful RPL application.
- The same units offered in a Creating Links course, which were completed through another nationally accredited training provider.

4.5.4 Assessment Conducted

The assessment is professionally conducted and is valid, reliable, flexible and fair. Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview; and
- case studies.

4.5.5 Further Assessment

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility.

The form of assessment may be negotiated with the student and may consist of an interview, written assignment, exam, or other agreed method. All assessments are conducted by a qualified assessor.

4.5.6 Standard Fee

A standard fee per course will be charged for the RPL assessment.

4.6 Cancellations and Withdrawals**4.6.1 Creating Links/BAMT Cancelling the Course**

If the number of enrolments is inadequate, Creating Links/BAMT reserves the right to cancel the course. All payments will be refunded in full or a transfer of fees to future training will be arranged.

4.6.2 Student withdrawing from training

- Enrolled students have two opportunities to withdraw from the course: prior to the course start date; and prior to the census date (22 days after the course commences).
- Students who have paid their deposit and withdraw seven days prior to the commencement of delivery will be refunded in full. After this time until the census date, students will be charged the designated weekly tuition fee. After the census date, students have formally agreed, in writing, to commit to the training and pay the full fees on a weekly basis.
- If the student withdraws midway through their training, they are still required, as per their contract with Creating Links and BAMT, to finish paying their course fees.
- If students cannot complete their course of study due to serious illness, and proof is provided, Creating Links and BAMT will negotiate the student's withdrawal, with their fees reduced.
- Please note that due to the nature of this training, students are unable to withdraw/partially complete the training and complete it in another year. They will, therefore, be required to complete the full year again and pay the required fees.

4.7 Student Refunds

Where refunds apply, students can approach Creating Links or BAMT Administration, who will supply them with a refund application form. Students should complete the form and attach relevant documentation if applicable.

The form and attachments should be returned to the office. The refund decision will be made within 14 days of receiving the form.

An administration fee of \$100 will be deducted from eligible refunds, except those for courses that have been cancelled by Creating Links or BAMT.

4.8 Student Records

4.8.1 Student Access

Access to student systems is controlled by the use of a confidential password. Students wishing to access their own personal information should contact the Administration in writing, allowing 14 days notice to:

- make an appointment to come into Creating Links and view their records;
- request copied information to be sent to them; and
- allow another person to access their files.

Original records may be photocopied (at cost to the student) but not taken off the premises.

4.8.2 The Australian Vocational Education Training Management of Information and Statistics Systems (AVETMISS)

National requirements govern that statistical data from student records be submitted to AVETMISS.

4.8.3 Record Storage - Creating Links

Student Assessment documents will be retained for a period of three years (both as hardcopy and backed up to computer); this period covers 28 days for students to appeal and 21 days for Creating Links to follow up and respond.

To access records from Creating Links during this period students should send a written request, allowing 14 days notice.

All records containing the student results and information on the issued Statement of Attainment and Statement of Record will be retained for 30 years on the student file, complying with the Department of Education and Training (DET) requirements.

4.8.4 Record Storage - ASQA

If at a later stage Creating Links ceases to function, archived student records can be accessed through the Australian Skills Quality Authority (ASQA).

<https://www.asqa.gov.au/>

5. Creating Links Policies and Procedures

5.1 Access and Equity

Creating Links meets the needs of individuals and the community through the integration of access and equity guidelines. We ensure that equity principles for all people are implemented through the fair allocation of resources and to equal opportunity, without discrimination. Creating Links works to increase opportunities for people to participate in the vocational education and training system, and in associated decisions that affect their lives.

Unlawful Discrimination

Creating Links is committed to complying with the Anti-Discrimination Act (Qld) and corresponding Commonwealth legislation. The organisation prohibits discrimination towards any group or individuals in any form, inclusive of:

- gender
- pregnancy
- race, colour, nationality, ethnic or ethno-religious background
- marital status

- homosexuality (male or female, actual or presumed); and
- age (in relation to compulsory retirement).

5.2 Sexual Harassment and Victimisation

Sexual harassment includes any form of unwanted attention of a sexual nature. It can include unwelcome touching, comments, jokes, questions, insults and indirect contact such as offensive letters, calls etc. Sexual harassment is against the law, prohibited by the Queensland Anti-Discrimination Act 1991.

5.2.1 Student Treatment

All students are treated fairly and non-judgmentally, consistent with the Creating Links Equal Opportunity and Harassment policies.

5.2.2 Disciplinary Action

Harassment is deemed unacceptable behaviour and will not be tolerated under any circumstances.

Disciplinary action will be taken against anyone found to have harassed a co-worker, student, or any other person using the office premises.

Harassment involving a worker or student may result in counselling, a warning or dismissal, depending on the circumstances.

5.2.3 What to do if you are Sexually Harassed

If an incident of unacceptable behaviour occurs, staff or students have the right to complain.

Staff and students are encouraged to provide feedback to the person whose behaviour they find offensive. If they are unable to do this, they are advised to follow the Personal Complaints Procedure (see 5.4 below).

5.2.4 Victimisation

Victimisation happens if a person does an act, or threatens to do an act to the detriment of another person.

Victimisation or reprisal by any staff or volunteer involved in a case of sexual harassment will not be tolerated and may result in disciplinary action. All investigations will employ the principles of natural justice and ensure that everyone receives a fair hearing. See Personal Complaint Procedure.

5.3 Student Behaviour

Creating Links works on the premise of respect. If students are found to be disrespectful or behaving badly to another student or trainer, they may lose their place on the course.

5.4 Personal Complaints

Definition of Complaint:

A complaint associated with personal issues, i.e. harassment, victimisation, unwanted behaviour etc.

This procedure relates to disputes with staff, subcontracted trainers or other students. Students involved in a dispute are encouraged to discuss their grievance with the person involved. If for any reason this is not possible, the student can contact Administration, who will forward the student a Complaint Form.

Personal Complaints Procedure

Step 1:

1. Complete the Complaint Form (located in the Admin Office) and identify:
 - a) Date the incident occurred.
 - b) Name against whom the complaint is made.
 - c) Details of the incident.
 - e) The impact it has had.
 - f) The names of any witnesses who could support your case.
 - g) How you think it could be resolved.
 - h) Return the document to the Creating Links or BAMT Student Administration Office for it to be lodged and followed up.
2. The complaint will be evaluated and a response made by Creating Links or BAMT Academy Director.

Step 2:

3. If the student is not satisfied with the results of the evaluation, then a meeting with the Director can be held.
4. Every attempt will be made to reach a resolution using internal mediation.
5. If still unresolved, the student can request that the Director appoint an external mediator. This will be provided at no cost to the student.

Step 3:

6. The student and the person against whom the complaint has been made, undergo external mediation.
7. If the student's complaint has still not been resolved, the external mediator will provide details of how to proceed.
8. Within a period of three weeks, Creating Links or the BAMT Academy Director will attempt to contact the student in order to monitor the effectiveness of the grievance procedure.
9. An external complaint may be made under the Queensland Anti Discrimination Commission: Ph (07) 3239 3365 or (toll free) 1800 068 305.

The student has the right to appeal against the complaint decision up to three months after completion of the course.

5.5 Training Complaints and Improvements

If a student wishes to lodge a complaint about a Creating Links or BAMT training program, including course content, assessment, delivery, timeframe, etc, a Student Complaint form is available from the Creating Links website or BAMT Student Administration Office.

The form can be completed and emailed to Creating Links or to BAMT Administration. The Academy Director will formally view the written complaint within 14 days of receipt. A response in writing will be forwarded to the complainant within a further 14 days, including reasons for any decisions taken and/or any further action.

Training Complaint Procedure:

- Contact the BAMT Administration Office for a Complaint form or download from the Creating Links website.
- Complete and return the form to Creating Links or BAMT Administration within 14 days of the incident.

- Upon receipt of complaint, Administration will enter details into the Complaints Register.
- The form is passed to Creating Links/BAMT Academy Director for consideration.
- A response will be provided to the student within a further 14 days.
- If the student still considers the matter unresolved after receiving a response from the Director, they should contact the relevant Director within 14 days.
- If the complaint remains unresolved, all parties will be advised of external organisations that may assist, e.g., Consumer Affairs, Office of Fair Trading, or the relevant Government Department.
- All records of any complaints will be kept on file.

5.6 Disciplinary Procedures

Where possible, students will be given one warning for a misdemeanor coupled with staff counseling if appropriate. All warnings will be noted in the student's record. If the misdemeanor is repeated during the training period, enrolment will be terminated without refund of fees paid.

In the first instance Administration, will decide on the course of action required. Should the misdemeanour break training group agreements, or contravene relevant legislation, it should be noted that in some instances termination of enrolment could be enacted without a formal warning given..

5.7 Appealing Against Appeals Decision

Creating Links seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

5.7.1 Assessment Complaint

All complaints about Assessments will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Legal Representative. Appeals must be made within 21 days of receipt of assessment. All records of appeals will be kept on file.

5.7.2 Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or manager provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be advised of external organisations, e.g. Consumer Affairs or the relevant Government Department that may be able to assist.

5.8 Workplace Health and Safety / First Aid

A safe learning environment is provided, complying with the Occupational, Health and Safety policy. Any student requiring medical attention or First Aid should speak to the relevant trainer, or Administration.

5.9 Copyright and Plagiarism

5.9.1 Plagiarism

Students are required to submit only their own work and should never claim, suggest or imply another person's work is their own. Where the words, ideas, concepts, thoughts, pictures or material of another person are used, it must be referenced appropriately using a recognised referencing convention such as the Harvard system. For further information refer to the following:

<http://www.lc.unsw.edu.au/onlib/ref.html>

5.9.2 Copyright

Only 10% of printed material from published works is allowed to be photocopied. For more information see the Copyright Council's website (www.copyright.org.au).

5.9.3 The Penalty

Students are reminded that copyright infringement and plagiarism is illegal. Depending on the severity of the offence, a student may be warned, given no credit for the assessment, the infringement noted on their student record, as well as their enrolment terminated.

5.10 Confidentiality

5.10.1 Student Confidentiality

Only relevant training and administration staff should have access to information from computer systems and files. Access to student systems is controlled by the use of a confidential password.

5.10.2 The Right to Information Act 2009

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-013>

The Act gives students the right to be informed about the information that Creating Links collects about them. It also gives them the right to request a copy of this information and to have Creating Links correct any of the information if it is proved to be incorrect. See above or contact the Creating Links Administration for further details.

5.10.3 Creating Links Surveys and Data Collection

Under the *Data Provision Requirements 2012*, Creating Links is required to collect personal information about its students and to disclose this information to the National Centre for Vocational Education Research Ltd (NCVER).

Students' personal information may be used or disclosed by Creating Links for statistical, regulatory and research purposes. Creating Links may also disclose any personal information for these purposes to third parties, including:

- A School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- An employer – if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER, and
- Organisations conducting student surveys.

At various times, Creating Links will conduct statewide surveys. All confidential information obtained will be used for statistical purposes only and individual confidentiality will be respected.

Personal information disclosed to NCVET may be used for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information, and
- administering VET, including programme administration, regulation, monitoring and evaluation.

Students may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. Students have the right to opt out of the survey at the time of being contacted.

NCVET collects, holds, uses and discloses students' personal information in accordance with the *Privacy Act 1988* (Cth). The VET Data Policy and all NCVET policies and protocols, can be located on NCVET's website - <https://www.ncvet.edu.au>

5.10.4 Privacy

The Privacy Amendment (Private Sector) Act 2000 covers Ten National Privacy Principles (NPPs) including: Collection, Use and Disclosure, Data Quality, Data Security, Openness, Access and Correction, Identifiers, Anonymity, Transborder data flows and Sensitive Information.

The Act ensures that an organisation only collects personal information for its primary purpose, although a secondary purpose of direct marketing is allowed on certain conditions.

Creating Links undertakes to adhere to the Act, and as such will provide an opportunity within the training for students to request that they not be recipients of Creating Links or BAMT marketing material.

Conclusion

The Student Handbook is for your information, so that you are aware of your rights as a participant in Creating Links and/or BAMT's training program, and to inform you about the framework in which Creating Links operates as a Registered Training Organisation. If there is information you require that has not been included in the Student Handbook, please email Creating Links Administration: admin@creatinglinks.com.au.

We value your feedback and contribution to the training and wish to ensure you enjoy your training experience.