

MUSIC SA STUDENT HANDBOOK 2017

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ABOUT MUSIC SA

The South Australian Contemporary Music Company Ltd trading as Music SA was established on July 23, 1997.

MUSIC SA is a not-for-profit organisation committed to providing education, training and development for the South Australian Contemporary Music Industry.

MUSIC SA delivers projects for the benefit of the SA Music Industry including:

- A comprehensive SA Music industry website
- Professional development workshops, advice and consultancy service for SA artists and practitioners
- Music business events and seminars
- Contemporary music showcases and live performance opportunities
- Nationally accredited music business training programs
- Marketing campaigns to promote local talent
- Secondary School Vocational Education Training (VET) programs
- The SA Music Awards, Umbrella: Winter City Sounds and Bands on Track

MUSIC SA receives some funding assistance from the South Australian Government through Arts South Australia, project funding from The Australia Council and core funding from APRA AMCOS to support its program delivery.

MUSIC SA is grateful for the support it receives from Hostworks, Duografik, Allans Billy Hyde, Australian Hotels Association (SA), Adelaide City Council, Channel Nine, Moshtix and Aon Australia who are major sponsors of the company.

Music SA Staff

- Lisa Bishop - General Manager
- Matthew Hayward – Head of Training
- Dale Taylor – Training Coordinator
- Skye Lockwood – Digital Marketing Manager
- Emma Coyle - Industry Development Officer
- Steve Pitkin – Umbrella Programmer
- Nicole Dahmke – Umbrella Coordinator
- Gareth Wilkes – Business Manager
- Joel Byrne – Industry Development Coordinator
- Jessi Lou Tilbrook - Intern

The South Australian Contemporary Music Company Limited trading as Music SA is listed on the Register of Cultural organisations with Deductible Gift Recipient (DGR) Status. As such the company can accept tax deductible donations. Please contact Lisa Bishop, General Manager at Music SA on (08) 7320 3301 should you wish to make a donation or would like further information.

Music SA Projects

Accredited Music Business Training & VET Programs

Music SA delivers accredited and non-accredited music business training programs each year. The programs feature guest speakers from within the industry who are willing and able to provide advice and assistance to course participants from their own extensive experiences. Past music business course participants are working in various areas of the industry including music media, live sound production, artist management and festival event management.

The Music SA Vocational Education Training (VET) program provides secondary school students with the opportunity to complete SACE units in Music Business, Songwriting and Performance and Festival and Event Management.

musicSA.com.au

Launched in July 2003 with the support of Arts South Australia, the Music SA website is the only complete SA website designed for - and by - the music industry. It is dedicated to the promotion of SA music artists and to the support of industry practitioners.

MusicSA.com.au is the ultimate resource for South Australian music, and features the largest online artist directory dedicated exclusively to SA artists (with over 700 listings), as well as thousands of MP3s, industry news articles, details on gigs and events, reviews, a venue and business directory, contests and much more. As a one-stop-shop for information on the local scene, content on the website is focussed on South Australia as a means of showcasing the state's industry to website visitors from SA, across the country and around the world.

Industry Development

Music SA offers a formal advisory service for SA artists and practitioners with an emphasis on marketing and distribution, promotion, business management, touring and funding. This is a free service available to all SA artists and practitioners. For more information or to make an appointment for a consultancy please contact Emma Coyle on (08) 7320 3301 or email emma@musicSA.com.au.

Music SA delivers professional development and performance projects to provide SA artists and practitioners with the skills and networks to further their music careers. Projects which provide both audience development and professional development opportunities for some of the states best emerging and established artists.

Music SA is pleased to work in partnership with major events including Adelaide Fringe Festival Media Resource Centre, APRA/AMCOS, Adelaide City Council, Adelaide Airport, Adelaide Central Markets, City of Tea Tree Gully, City of Unley, Tour Down Under, Hot 100 Harvest, Music Development Office, Art Gallery of South Australia and Clipsal 500 Bands On Track to provide performance opportunities for emerging South Australian artists.

Outreach Programs

Music SA currently supports the Band Connections program based at The Station in Murray Bridge, in collaboration with the Rural City of Murray Bridge. The program is designed for young musicians from the Murraylands region wanting to meet others, form bands, rehearse songs and perform at The Station and in the community.

Music SA also runs workshops in regional areas of South Australia and an annual school roadshow throughout SA secondary schools.

2017 COURSES AND CONTACT DETAILS

courses.musicSA.com.au

RTO Number 40381

Contact Music SA on

Phone: (08) 7320 3313

Email: matthew@musicSA.com.au

www.musicSA.com.au

MUSIC SA TRAINING STAFF

Trainers / tutors

Matthew Hayward is an experienced educator who has been involved extensively in artist representation and advocacy. A curator, mentor and counsellor, he has extensive acclaim in music business, event coordination and artist representation. He is a consultant in creative programs for emerging artists and has been teaching for over a decade.

Matthew has been the Head of Training of Music SA since taking over the role in early 2016. As Head of Training he has implemented all accredited and non-accredited music industry training programs within our organisation. The Music SA Vocational Education Training (VET) program, has grown from one course in 2003, to now in 2017 providing secondary school students and adult learners with the opportunity to complete SACE units in Certificate II, III and IV in Music Industry. These courses allow our students to attain specialisation in Performance, Songwriting, Introduction to Music Event Management and Music Business.

Matthew oversees and is the principal trainer for the Certificate IV in Music Industry program. Each features guest speakers from within the industry who are willing and able to provide advice and assistance to course participants from their own extensive experiences.

Matthew is currently involved in the industry, having previously managed Triple J Next Crop artists Fire! Santa Rosa, Fire! and Steering by Stars he currently manages singer songwriter Rin McArdle.

Dale Taylor is a multi-instrumentalist, songwriter, producer, recording, mix, mastering engineer, acoustics consultant and music educator from Adelaide. Dale has performed on a local, national and international level over the past 20 years.

As Training Coordinator Dale assists the Head of Training in planning and implementing Music SA Courses. Dale is also the principal trainer for the Certificate II and III in Music Industry (focusing in Pop Performance, Songwriting and Introduction to Music Event Management).

Dale has worked with local and international artists in many genres from techno, rock, hip-hop, electronica to world music. Currently Dale is the guitarist of the band The Cities Alight and electronic outfit the Gods of Techno.

Sharni Honor is the original governor of the award winning concept of The Porch Sessions for the past 4 years running. In addition to this she has worked within some of South Australia's leading festivals and music industry outlets, including WOMADelaide, Adelaide Festival, Adelaide Cabaret Festival, Adelaide Fringe Festival, Umbrella: Winter City Sounds, Rip It Up Magazine as well as being apart of a smorgasbord of boutique Adelaide events, concepts and ideas. Sharni is passionate about Adelaide and Persian rugs alike, and when she's not organising events, she's in and amongst them, experiencing exactly what makes good events, great, across South Australia and beyond.

Sharni will be tutoring the Certificate III in Music Industry (Introduction to Music Event Management) students, providing them with mentoring and guidance

Second Trainer – To Be Confirmed

CAMPUS & FACILITIES

Music SA is located at St. Paul's Creative Centre, 200 Pulteney Street (Corner of Flinders Street), Adelaide SA.

Morning student access to the building is located via the Fab Lab door on Pulteney Street.

Secondary and after-hours student access to the building is located via the courtyard facing Flinders Street.

Music SA courses are held in the training room facilities on the first floor of the building.

Parking

Pirie Flinders Car Park (U-Park) is 150 metres east is also open late night on Sudholz Place.

Street parking is available on Flinders Street opposite the Jade and on Ifould Street after business hours.

Public Transport

St. Paul's Creative Centre is located only 5 minutes walk from the east end of Rundle Mall and is serviced by the Adelaide Metro bus services. A number of Metro Buses stop in front of the Centre.

Phone the Adelaide Metro info line for further details 1800 182 160 or go to:

<http://www.adelaidemetro.com.au/>

Care of Facilities and Equipment

Please remember that students are responsible for any equipment used during Music SA programs at St. Paul's and off site. Students are required to be careful and respectful around the equipment and please report any faults or maintenance issues caused or found.

Musical and electronic equipment (e.g. laptops) owned by Music SA are not to be accessed without prior permission from the supervising tutor.

Personal Equipment

Items such as instruments, personal computers, laptops, iPhones and portable devices are the students responsibility and should not be left unattended at any time. Should students bring any electronic equipment including instruments to classes it is their responsibility to ensure that they are tagged and tested.

Toilets

Male and female toilet amenities can be found in the main corridor to the training rooms.

FIRE EVACUATION POLICY

In case of fire, fire exits are accessible via the Flinders Street and main Pulteney street exits. Fire exits are also available via the Jade.

Fire extinguishers can be found in the main corridor to the training rooms.

Evacuation Testing

Every Monday the evacuation siren will be tested at St Paul's Creative Centre. It will commence with a "beep, beep" as a warning to be ready to leave and upon the second siren "woop, woop" all occupants must evacuate the building.

Evacuation Procedure

Immediately an emergency situation is evident which may require evacuation, or upon the activation of the evacuation siren, all occupants must be directed by their Warden to the respective safe exit and when instructed will proceed down the road to the pre-arranged assembly area. The Evacuation Assembly Area for St Paul's Creative Centre tenants and visitors is the South Eastern corner of Hindmarsh Square. If the building is affected by smoke and fire then occupants should travel low along the ground to the closet safe exit.

Action to be Taken by Wardens in Case of a Fire

- . Remove persons from immediate danger (if safe to do so)
- . Sound alarm and telephone the Metropolitan Fire Service 000
- . Take action to extinguish fire (if safe to do so).
- . Establish and maintain contact with Chief Fire Warden
- . Evacuate if evacuation is necessary
- . Ensure doors are closed to minimise the spread of fire and smoke
- . If telephone communication fails, enlist a runner to liaise with the Chief Fire Warden
- . Control evacuation of personnel using fire exits
- . Advise Chief Fire Warden when evacuation of floor is complete (check toilets)
- . Go to assembly area, and assist with roll-call
- . Report results to Chief Warden

MUSIC SA TRAINING PROGRAM

Music SA has developed courses to assist you to gain a nationally recognised qualifications from the Music Industry Training Package. For more information about Training Packages, visit www.training.gov.au. The qualifications included on our scope of registration are:

- CUA20615 Certificate II in Music Industry (Songwriting and Pop Performance)
- CUA30915 Certificate III in Music Industry (Songwriting and Performing Original Music)
- CUA30915 Certificate III in Music Industry (Introduction to Music Event Management)
- CUA40915 Certificate IV in Music Industry (Music Business – full and part time courses)

Students who successfully complete all competencies will receive a Statement of Attainment. The Statements of Attainment count towards the national qualifications, should you wish to continue training at a later date anywhere in Australia.

VET Programs

Music SA offers high quality relevant Vocational Training and structured workplace learning in Music Business, Music Event Management and Music Performance.

Music SA VET programs are delivered from St. Paul's Creative Centre, 200 Pulteney Street Adelaide (Pop Performance, Songwriting & Performing Original Music, Intro to Music Event Management and Music Business).

The programs are available to all SA schools with various session times.

Music Business Short Courses

The Music SA Music Short Course program is a non-accredited, project based and industry recognised Music Business Courses. Each course is designed and delivered by industry professionals to give you the skills to make your mark in the music industry.

The music industry is an exciting and challenging field with many areas of specialisation. The Music SA Music Industry training program focuses on area of music business including Artist Management, Music Event Management, Marketing, Touring, Sound Recording and Music Industry Skills.

Music SA Music Business Training is delivered from St. Paul's Creative Centre (200 Pulteney Street, Adelaide).

Music Industry guest presenters for the 2017 program will include:

Nick O'Connor (Northern Sound System)
Sian Walden (Little Acorn Music)
Steve Pitkin (Melt Frank Productions)
Courtney Duka (Yewth Magazine)
Leigh McGrane (Against The Grain Publicity)
Jesse Coulter (5/4 Entertainment, Ed Castle booker)
Tom Gordon (Horror My Friend)
Laura Vozzo LV Company
Koral Chandler (Koral Chandler Music Publicity)
Matthew Swayne (APRA AMCOS)
Luke Penman (Radio Adelaide)
Sacha Sewell (Eldorado Music)
Nicole Dahmke (Groovin' the Moo)
Ben Martin (Golden Era Records)
Sose Fuamoli (AU Review)
Dush Kumar (Blenheimfest)
Anne Wiberg (Adelaide Festival)
Patrick Lang (pop – EDM)
Thom Lion (radio and musician)
Troy Sincock (Fresh 92.7)
Elizabeth Reid (Music Development Office)
Enrico Mick Morena (Adelaide Music Collective)
Deb Thorsen (Semaphore Music Festival)

Training and Assessment

Music SA Training encompasses training methodologies and principles of adult learning and flexible learning tailored to provide relevance to the modern music industry.

Each section of the program is designed to be interesting and informative whilst providing real life experiences and hands on practical activities to engage students. Students will be required to demonstrate competence against the performance criteria in the units selected. Assessments within these programs will be practical, for example recording a song to demonstrate ensemble performance skills, preparing marketing materials for promotion of an event or formulating a short term business plan to demonstrate competencies in Artist Management.

It is expected that students:

- are committed and motivated
- demonstrate a positive attitude to their learning
- will contribute positively in group discussions
- will be respectful of others
- will be punctual to training and from breaks
- will attend class regularly

Student records are stored securely by Music SA. Should you wish to access your student records please contact the Music SA office on 08 7320 3313.

Music SA recognises the Australian Qualifications Framework and Statements of Attainment issued by any other RTO's at no charge as per the AQTF 2010 Guidelines.

Trainers

The Music SA trainers have professional experience in the music industry and access to industry guest speakers and Music SA resources including our extensive library. All trainers are supervised by the Head of Training and have competence in the relevant music industry competency standards that they are assessing.

Student Feedback

Music SA values feedback on the quality of training provided. Students are required to complete two AQTF student learning questionnaires about training sessions and activities biannually for reporting to the Australian Skills Quality Authority.

The Head of Training will liaise with the school coordinator, student and/or parent/guardians regarding learner progress and experiences within the course at regular intervals or when requested to by the relevant party.

Support Services

Music SA is dedicated to education, training and development for the contemporary music industry. The full support services of Music SA are at the disposal of students including but not limited to:

- Fee consultations with the Music SA Industry Development Officer
- Use of the Music SA resource library
- Meeting with the Head of Training for advice and assistance
- Resources offered through the musicSA.com.au
- Instruments and computers in the Training Room

For more information on Music SA programs and services please go to www.musicSA.com.au

Course Outlines

Course outlines are provided to students at the commencement of the study year and they cover:

- Dates and times
- SACE credits
- Course description
- Units of competencies
- Assessment criteria

STUDENT ASSESSMENT GUIDELINES

It is a student responsibility to make sure all assessments and course work are submitted by the due date set by the trainer/tutor responsible. In case of illness/absence students may contact and submit work via e-mail to negotiate an appropriate resubmission date. It is the discretion of the trainer when major final assessments (e.g. core projects) are due.

Student assessment is defined by evidence collected by trainers that is evaluated towards the units of competency contained in each course. Trainers assess each competency through the following – teacher questioning, core projects, worksheets and class workbook; with teacher observations, checklists and self assessment, diary/journals, demonstration/performance and work placement feedback or evidence gathered through work placement.

Music SA Trainer Contact List 2016

Certificate II in Music Industry	Dale Taylor	dale@musiccsa.com.au
Cert III in Music Business	Dale Taylor Sharni Honor	dale@musiccsa.com.au sharni@musiccsa.com.au
Cert IV in Music Business (full-time)	Matthew Hayward	matthew@musiccsa.com.au
Cert IV in Music Business (part-time)	Second Tutor	TBC

COURSE FEES 2017

Course	Course Fee	Admin Fee	Deposit Payable	Total Payable by Direct Debit
Certificate II in Music Industry Songwriting/Pop Performance	\$2500.00	\$50.00	\$500.00	\$2050.00
Certificate III in Music Industry Song Writing/Performance	\$2600.00	\$50.00	\$500.00	\$2150.00
Certificate III in Music Industry Music Event Management	\$2600.00	\$50.00	\$500.00	\$2150.00
Certificate IV in Music Industry (full time)	\$4950.00	\$50.00	\$500.00	\$4500.00
Certificate IV in Music Industry (part time)	\$4950.00	\$100.00	\$500.00	\$4550.00

Please refer to the Music SA Enrolment Form for direct debit processing dates and frequencies.

The Business Manager Gareth Wilkes can assist. Email gareth@musicSA.com.au

REFUND POLICY

Fee is for enrolment in the course only. Enrolment in the course does not guarantee successful completion. Students must complete all competencies within the scheduled course times. The fee covers all parts of the specified course. Deposit must be paid in full to Music SA by the Monday prior to course commencement. No other methods of payment will be accepted other than payment in full or direct debits instalments.

Students must pay a minimum 10% deposit to secure their place in the course. Deposits can be made via direct deposit, cheque or cash direct to Music SA and are non-refundable. The Business Manager will confirm and initiate payment plans with each learner.

The Head of Training will be notified by the Business Manager of any students who are not within the terms of their payment plans. These students will be suspended from attending classes until payments are brought up to date. Learners suspended due to payments not made will be required to negotiate with the Head of Training on how to make up lost training once they are within terms again.

Direct Debit payments that are rejected will continue to be deducted in accordance with the student's Direct Debit agreement and future payments will not be cancelled unless the student notifies the Business Manager. Cancellation of a direct debit agreement will constitute cancellation of enrolment unless the student makes full payment of any remaining fees immediately after the direct debit agreement is cancelled. The Business Manager will manage this process directly with students.

Cancellations for learners who have paid in full up front:

- Cancellations made within the first two weeks of the course will receive a full refund excluding the initial deposit.
- Cancellations made after the first two weeks will receive a pro-rata refund for any period of study paid for but not undertaken and excluding the initial deposit.

Cancellations for learners on payment plans:

- Cancellations made within the first two weeks of the course will receive a full refund of all payments made above the initial deposit.
- Cancellations made after the first two weeks will receive no refund on payments already made.

Future payments will be cancelled effective the last day of study. A final payment may be taken to bring payments up to date. Cancelled students will not receive recognition of competencies obtained unless any fees owing have been paid.

MUSIC SA TRAINING POLICIES

Music SA Code of Practice – Our Commitment to You

Music SA will ensure your rights as a consumer are protected and you will receive the services as detailed in the Music SA handbook and marketing material

Our marketing and advertising to prospective clients is ethical and accurate. You will be informed before you enrol of all the costs and charges you will incur throughout your course.

Music SA has fair refund policies that are documented and contained within both the Student Handbook and Course Enrolment form. In the event that Music SA is not able to fulfil its obligations to you we have measures in place to ensure that you either receive the service from another RTO or a refund.

We ensure that your academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness

Music SA adheres to the principles of access and equity, meets all its legal obligations and maximises outcomes for every student

Music SA is committed to principles of access and equity and will not unlawfully discriminate against students and participants. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment. We will deal fairly and constructively with your concerns and complaints about our services.

Music SA engages with Industry to ensure that our training is recognised BY the industry

We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.

Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where your training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments.

Our teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

Music SA assures the quality of training and assessment throughout our programs

Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.

Our organisation is a Registered Training Organisation under the Training Skills Development Act 2008. We ensure that at all times our operations comply with the legislation and the Australian Quality Training Framework standards to be met by each Registered Training Organisation.

Music SA recognises your skills and experience in the Music Industry

We recognise that you may hold skills and knowledge that are relevant to course outcomes. We can assist you to gain recognition for these skills knowledge through a process called Recognition of Prior Learning.

If you have completed relevant units of competency with another Registered Training Organisation we will automatically credit these towards completion of your qualification.

We offer learning and assessment services that as far as practicable meets your individual learning needs. We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.

Privacy Policy

Music SA will take reasonable steps to ensure that personal information held is treated with the utmost confidentiality in compliance with provisions of the Privacy Act 1998, which incorporates the Privacy Amendment (Private Sector) Act 2000.

Music SA will not collect personal information about an individual unless the information is necessary and it will be fair, lawful and not intrusive.

Music SA will only use or disclose information for the purpose for which it was collected or for a secondary purpose which the provider of the information would reasonably expect. Music SA may use or disclose personal information in circumstances related to public interest, such as law enforcement and public or individual safety. Information will only be disclosed to an unrelated third party if permission is sought and received in writing from the individual concerned first.

Music SA will take reasonable steps to ensure that the personal information collected, uses or discloses, is accurate, complete and up-to-date. It will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Occupational Health and Safety

Music SA will ensure that the training environment is a safe one. Both participants and trainers are expected to take responsibility for safety. In the St. Paul's foyer, Music SA Administration office and in the Training Room you will find an emergency evacuation plan. A first aid kit will be kept in the Training Room.

Music SA supports teenagers in the community through the SAPOL Streetsmart initiative, which aims to educate our youth on the dangers of drug and alcohol abuse, depression, bullying, road safety and lifestyle choices. This program is fully supported by Auspol - Police Welfare Foundation.

Equal Opportunity/Sexual Harassment

The Human Right and Equal Opportunity Commission Act 1986 prohibits discrimination against a person on the grounds of:

Race	Gender
Colour	Religion
National Extraction	Social Origin
Age	Criminal Record
Impairment	Intellectual Disability
Nationality	Sexual Preference
Trade Union Affiliation	Medical Record
Marital Status	

Sexual Harassment is unwelcome sexual behaviour where the victim feels offended, intimidated or humiliated, and it is reasonable in the circumstances to feel this way.

It is unacceptable for any trainer/participant to make any unwelcome sexual advances, request sexual favours, engage in verbal or physical conduct of a sexual nature and/or demonstrate any kind of harassing conduct that creates an intimidating work/training environment for any person.

In the event of any circumstances giving rise to a complaint of harassment, a trainer/participant is entitled to lodge a personal grievance. Music SA is obligated to enquire into the facts of the complaint and take whatever steps are practicable to prevent the situation reoccurring. Music SA will ensure that the well being of the participant/trainer is being considered and reassure the participant/trainer that they will be supported through the situation.

Complaints Procedure

Participants/trainers who believe they are being harassed are asked to take the following steps:

- politely confront harasser and ask them to stop. State how the actions make you feel. If possible have a witness present. Be specific about the exact behaviour you want stopped
- document any discussion, date and time, what was said and what the reply/outcome was
- if it is too uncomfortable to meet the harasser face to face you may write your complaint in a letter or email to the person. One copy should be kept by the trainer/participant.
- If the harassment does not stop please notify Music SA immediately and fill in an incident report form (see Music SA Admin staff for a copy)
- All complaints will be handled in a timely and confidential manner

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process used to determine the extent to which a student has achieved the required learning outcomes to receive credit towards to some units of a qualification.

Music SA will consider and assess RPL for partial or complete fulfilment of the requirements for an accredited qualification where there is previous relevant study with certified evidence of

formal course-related study and/or relevant industry experience and/or courses undertaken outside a recognised tertiary organisation.

The RPL procedures for all courses are as follows:

- Person requested RPL will be required to speak to the Music SA Head of Training to determine eligibility.
- If it is decided to progress the candidate will fill out an enrolment form ticking the RPL box.
- Fees will be determined based on the assessor time for the RPL being requested.
- The Head of Training will then discuss the requirements with the candidate and issue some instructions on what evidence is required for demonstrating RPL.
- The applicant will then forward this information to the Trainer for assessment. The trainer will solicit any further information required.
- When completion of RPL is granted the standard course Training Plan will be completed and follow the normal RTO processes for Certificate generation.

Applicants will be required to complete and submit an application for RPL form, attach supporting documentation and submit the application to the Head of Training. The Head of Training will consider the application and make a decision based on the documentation provided. The applicant will be advised of the result of the application within two weeks.

The applicant must be able to substantiate sufficient, relevant and recent industry experience either:

- a. By presentation of a portfolio demonstrating that the industry experience undertaken meets the learning outcomes of the unit for which exemption is sought; or
- b. Undertake an assessment by the Head of Training, Training Coordinator or nominee which successfully meets the learning outcomes of the unit for which an exemption has been sought.

The Head of Training will advise the applicant on the assessment process and the content to be assessed.

Attendance

Music SA is committed to ensuring that its students outcomes are achieved within the framework of our responsibilities as a registered training organisation with ASQA. Although there are no compulsory attendance requirements for students over the age of compulsion, regular attendance is a factor in effective participation and successful completion where this forms part of the course or unit's assessment criteria.

Students currently enrolled through a Vocational Education Training (VET) schools program are required as a condition of their high school to attend all classes. Students are also required to attend every class if they are an international student (required as a condition of their student visa) or if they receive Centrelink benefits (as there are attendance requirements through mutual obligation arrangements).

It is the responsibility of the student to attend all class sessions required by the chosen program. A medical certificate is usually not required for absence unless an assessment is to be held during the students' absence.

Students must make every effort to be punctual for classes and work placements. It is unacceptable for a student to arrive late or leave class early on a regular basis. If the student is unable to attend or will be late for a class, it is a matter of courtesy to notify the Head of Training.

Persistent late arrival and absenteeism may affect a student eligibility for merit-based results and may call for counselling with the course coordinator or Head of Training.

Students who are unable to attend classes due to illness must notify the Head of Training by phone or e-mail (matthew@musicSA.com.au) before the commencement of class. A medical for the period of absence may be required when:

- a. The student has been absent for a prolonged period due to illness
- b. Applying for special consideration in assessment
- c. Requesting to sit for a missed assessment or resubmission of written assessments

Volunteer Placement

A dress code of appropriate industry standard is expected when participating in work vocational placement, event volunteering or other course or related activities. Music SA will facilitate a formal agreement between both the student and the provider. The vocational placement and/or volunteer agreement (and accompanying information) will establish clear expectations of both the student and host provider obligations.

Students will conduct themselves in a manner that does not bring Music SA into disrepute in accordance with the expectations outlined by the educational program. Students will need to wear appropriate personal protection such as safety footwear, clothing and safety equipment as prescribed by the program and the occupational, safety and welfare policy. Students are to instruction under the direction of the provider supervisor.

Special Needs

If students have special needs, or there are circumstances beyond their control, such as unanticipated and unavoidable disruptions in personal circumstances or medical conditions, students may receive special consideration in assessment. Special consideration may include variation in assessment schedule, methodology and environment and/or additional time to complete assessments.

Special considerations in assessment can be directly negotiated with student trainers under the direction of the Head of Training.

Music SA will endeavor to enrol students with special needs and provide an equal level of access and participation in the course, and additional support where required. We appreciate input from students, parents and carers on the best way to achieve this. If a child has significant special needs, then Music SA would need to consider whether we can provide the support required or whether it would cause an unreasonable level of difficulty or unjustifiable hardship (Disability Discrimination Act 1992) – in which case the decision would be at the discretion of the General Manager.

Please note that the Training Room is situated on the Ground Floor, however St Paul's building does not have wheelchair access to the first floor, nor does it have disabled toilets – access to these is next door at The Jade.

CHILD PROTECTION POLICY

Music SA is committed to the safety and welfare of children and their right to live free of abuse and neglect. Music SA will uphold this goal in all its child-related activities. The primary consideration in planning any activity for children will be the overriding importance of ensuring that it contributes to their well being and does not expose them to harm, including the risk of injury, sexual, physical or emotional abuse.

Scope

Music SA staff usually work with children in situations where another organisation and its staff have primary responsibility for the children involved. Examples include VET Programs on behalf of Inner Northern Adelaide Partnership and where Music SA staff provide tutoring within schools. This policy does not apply in such situations where Music SA staff and students are required to act in accordance with the relevant agency's or host organisation's child protection protocols.

While all Music SA activities will be conducted in accordance with the intent of this policy and the related procedures, the policy is not applicable in the following situations:

- where a staff member, student or member of the community brings a child under their care onto a Music SA training site other than for an activity which will involve another student or staff member of Music SA accepting responsibility for the welfare of the child
- where staff or students are involved in a practicum, field placement or similar activity and the child protection protocols of the host organisation or relevant agency are in effect.

Definitions

The following definitions apply to this policy:

- 'abuse' refers to sexual, physical or emotional abuse
- 'child/children' refers to a person or persons under 18 years of age
- 'parent' refers to a parent or legal guardian
- '*in loco parentis*'¹ - Latin for "in place of a parent". A person or institution that assumes parental rights and duties for a minor
- 'supervisor' refers to any staff member or student of Music SA who has responsibility for the welfare of children during an activity which the staff member or student is in charge of or is participating in
- 'student' refers to a person enrolled in a program or course at Music SA.

Procedures

Where the Head of Training or General Manager believes the requirements of this policy are not being met, the activity should be terminated or any children involved in the activity should be withdrawn from that activity.

All Music SA supervisory staff and contractors who are engaged in activities to which this policy applies will agree to provide consent to undergo training, screening and background checks and provide evidence of such by attaching copies to their employment/contractor agreement.

Music SA will reimburse the cost of these clearances and training:

- (i) Child-Related Employment Screening
<http://www.dcsi.sa.gov.au/services/screening>
- (ii) National Criminal History Record Check
<https://www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check>
- (iii) Mandatory Notification Training or RAN
<http://www.families.sa.gov.au/pages/protectingchildren/>

Music SA staff or students responsible for any activity involving children must ensure that they meet their obligations under the Children's Protection Act, and any other relevant legislation.

All Music SA staff and student supervisors (e.g. Tutors) must at all times observe protocols for child protection, and in particular:

- must not be alone with children where other Music SA staff or students, or parents of the children involved or other responsible adults, cannot observe their interaction with children
- must not transport children to and from places other than as detailed in a note of consent
- must avoid any situation which might give rise to suspicion or complaint, such as any unnecessary inappropriate touching of children, showing favouritism or contacting children involved in Music SA activity outside of that activity where this would not occur naturally as part of community life
- must not make or use audio, photographic or visual representations of children not directly related to the purpose of the activity or which may encourage prurient interest.

All activities covered by this policy should be clearly described to all participants as a Music SA activity. In order for a child to be involved in a Music SA activity that falls within the scope of this policy, before the event Music SA must provide the child's parent(s) or guardian with:

- an information sheet describing the nature of the activity
- the measures to be taken to ensure children's safety and well being
- contact details for the staff or students responsible for the child in the course of the activity
- information on whom to contact if they have any concerns.

While parents of children involved in events may also participate, they must not be placed in a supervisory role in relation to other children unless they meet all the requirements for staff or student supervisors specified in this policy.

No child will be permitted to be involved in a Music SA activity unless a Music SA staff member or student in charge of the activity is in possession of an authority (note) signed by the child's parent(s) or guardian(s) consenting to the child's involvement in that activity. General consents should be obtained via the enrolment process using the official Enrolment Form.

The ratio of adults to children in any Music SA activity must be adequate to ensure the proper supervision of children at all times and to be in accord with State, Federal and Territory Licensing regulations.

In any activity which may involve children using a toilet, washing or sleeping, supervision is to be provided in accord with State, Federal and Territory Licensing regulations.

In all Music SA activities involving children the staff member must be mindful of the safety of the children at all times, and must not conduct any activity for which they do not have the appropriate training.

One or more Music Staff Members must have appropriate first aid training or ready access to a First Aid Officer. An appropriate first aid kit should also be readily accessible.

Music SA staff and students involved in activities with children must comply with mandatory reporting legislation which requires that suspicions of child abuse are reported directly to the Child Abuse Report Line (Tel 13 14 78). Concerns about the behaviour or intent of any person involved in the activity must be reported to the General Manager.

COMPLAINTS PROCEDURE

Music SA aims to act professionally in the timely delivery of quality services to our customers (course participants, artists, industry peers, staff and other stakeholders). Any complaints in relation to the projects and services provided by Music SA shall be dealt with in a courteous and professional manner, with due attention and sincerity as required. Music SA will treat all complaints and appeals in confidence, involving only those who need to know, and only with the complainant's permission. Music SA requires all staff and contractors who receive complaints to attempt to resolve them in a constructive, confidential and timely manner, using procedures outlined below.

Course Participants

Course participants (or parents/carers/coordinators of course participants) of Music SA have the right to present a complaint and to appeal any decisions (including assessment decisions), and to be treated fairly in the process.

If students are dissatisfied with any aspect of the course they are undertaking they should first informally discuss it with their trainer or assessor, or if this is not appropriate with the Head of Training.

In the event of a Formal Complaint or Appeal the following steps will be taken.

- Formal complaints and appeals must be made in writing to the Music SA General Manager.
- The complaint will be investigated within 5 working days of Music SA receiving the form.
- Processes for resolution will be discussed and agreed with the person who brought the complaint or appeal.
- While the preferred approach to a resolution is an open, consultative one, sometimes mediation may be required. In that case, an independent person will be appointed.
- Where the issue is about an assessment decision, a re-assessment with another assessor will be offered where available.
- The person bringing the complaint or appeal has the right to be supported by a person of their choice during the process.
- The person will be provided the opportunity to formally present their case.
- Once a decision regarding the complaint or appeal has been made, it will be discussed with the complainant and put in writing with reasons for the decision to that person and others as applicable.

- The complainant will be notified of the result of the investigation within 7 working days.
- The General Manager will contact the complainant (within an agreed timeframe) to check if the issue has been resolved.
- The General Manager will maintain documentation related to the complaint or appeal. The complaint or appeal and the outcome will be recorded, dated and stored on that person's individual file.
- Tutors or learners also have the right to take complaints or grievances to external agencies such as the relevant State Equal Opportunity Commission or agencies that deal with vocational education and training complaints including the training advocate – see www.training.gov.au or alternatively, can contact the National Training Complaints Hotline at the Australian Department of Education, Science and Training on 1800 000 674. Complaints to the National Training Complaints Hotline are then referred to the appropriate state or territory registering body.

As far as is reasonably practicable Music SA will accommodate all requests for student enrolments in accordance with Equal Opportunity legislation. This includes Music SA's ability (and within available resources) to be able to accommodate disabled students in a manner that is safe and effective for the tutor and other course participants. If this is not possible then Music SA will facilitate a suitably beneficial alternative learning solution for the disabled student. This will be considered on a case-by-case basis with care and sincerity.

Staff

Staff should refer to the Music SA HR Policy 2.9 Grievance.

Other Customers

Artists, industry peers and stakeholders have a right to present a complaint about the services provided by Music SA.

In the first instance:

- An attempt should be made to raise and resolve any concerns with the staff member involved in providing the service.
- Music SA will listen to the concern and attempt to rectify matters with either an apology or a timely follow-up action as required.
- The General Manger should be advised of the outcome.

If for some reason the matter cannot be resolved in this way then it should be raised with the General Manager. If the complaint is in relation to the General Manager, it should be addressed to the Chair of Board. If the complaint is in relation to the Chair, the Vice Chair should handle the complaint.

In relation to public competitions, the allocation of paid performance opportunities and other website projects involving curation, Music SA will ensure processes are transparent as possible and will involve independent judges where necessary.

As far as is reasonably practicable Music SA will aim to accommodate all genres and service all industry practitioners without discrimination and within the constraints set by funding conditions and other client contracts.