



STUDENT HANDBOOK

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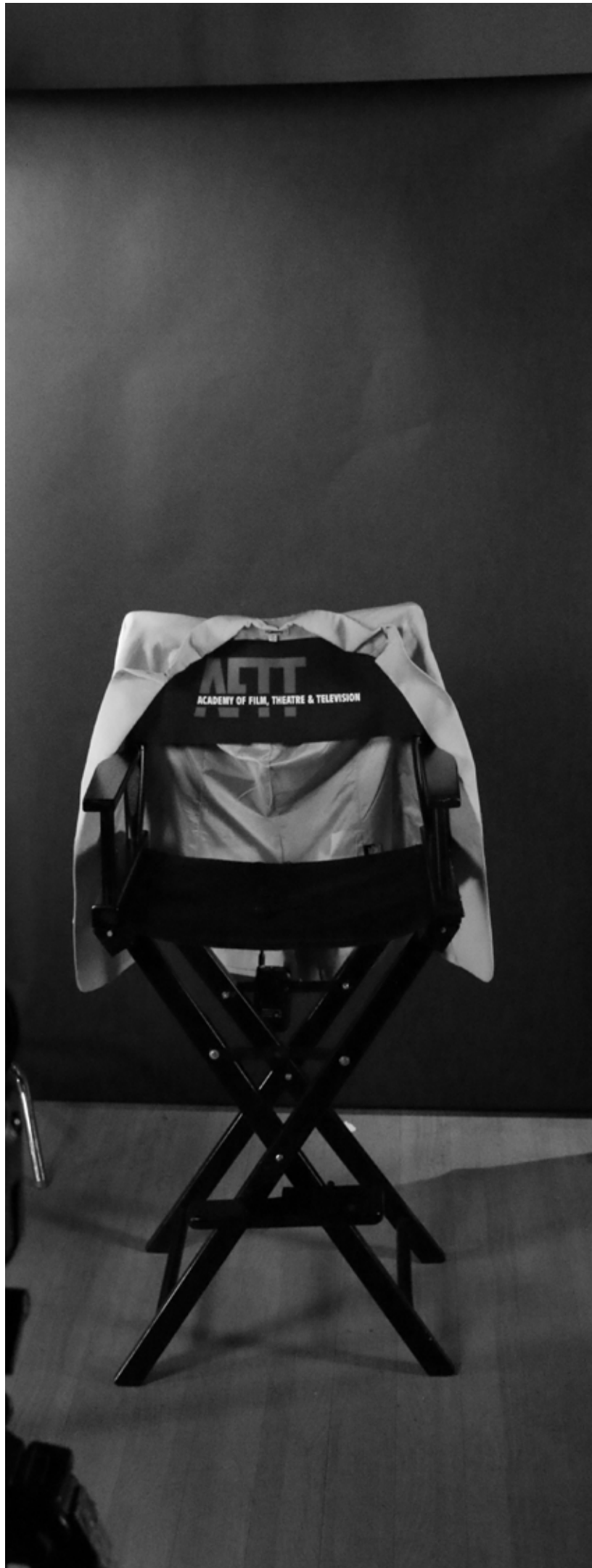
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01 WELCOME TO THE ACADEMY OF FILM, THEATRE AND TELEVISION.

1.1. A Message from the Heads of Department

1.1.1 Head of Acting - Glen Hamilton



“Welcome and congratulations on taking the first step toward an exciting, challenging and immensely rewarding career in the Performing Arts. Through the commitment and rigour of our students, staff, lecturers and industry professionals we have created at AFTT, an artistic environment at the leading edge of the contemporary performing arts industry.

As a new student to AFTT, you are joining an esteemed family of current and former students who have created dynamic, exciting and moving performances over the past 25 years. For those who have gone before you right up to your unique journey as a performer, we are committed to the outcome of each and every student. We celebrate individuality and diversity – we embrace new ideas and conventions and as a team of creatives we all work together in our commitment to artistic excellence. On behalf of the AFTT family and the industry of which you are joining, I wish you a magnificent journey of discovery.

Glen Hamilton
Head of Acting

1.1.2 Head of Film - Woody Naismith



“Congratulations and Welcome to the Academy of Film Theatre & Television!

AFTT is as much about personal development as it is about film making, it's about deepening yourself as a person, discovering yourself as an artist, and with some of the best film practitioners in the country guiding your journey it truly does become a place of growth and creativity.

Make an agreement with yourself to become the best artist and filmmaker you can be, work hard, keep pushing yourself and never give up. The training staff, administrative staff and I are here to support you, not only during your studies but also during your professional careers. Welcome to the AFTT family.

Woody Naismith
Head of Film

1.1.3 Course Supervisor, Theatre Production – Farlie Goodwin



“Welcome and congratulations on taking your first step towards a career in Theatre Production.

Through the commitment of our students, and industry professionals, we have created a realistic environment for you to learn, to try something new, to fail and then repeat to strengthen your skills within the profession.

As a new student to AFTT, you are joining an esteemed family of current and former students who have gone on to create successful and exciting careers over the past several years. We thrive to strengthen your individuality, while providing you with a wide range of skills to cement a good foundation in the professional industry. This can only be done with the commitment and willingness that you, the student, can provide each and every day of your learning at AFTT.

On behalf of the AFTT family, we welcome you and look forward to helping you create the career of your dreams.



Farlie Goodwin
Course Supervisor, Theatre Production



02

ABOUT THE ACADEMY OF FILM, THEATRE AND TELEVISION.

Our purpose

Unlocking potential through learning

Our mission

To be a leading provider of unique, innovative and exceptional individuals in the creative arts

OUR MOTTO: BE FEARLESS.

Our values

- Passion & Belief: We love what we do. We believe in the future of the creative arts industry.
- Integrity & Honesty: We are open & respectful. We honour our stories.
- Courage & Commitment: We challenge the limits. We nurture growth.
- Creativity & Innovation: We nurture the individual. We encourage the artistic voice.
- Collaboration & Community: We believe in the sharing of ideas. We encourage creative relationships.

Our vision

To produce industry ready graduates with a real-world understanding of their craft for whom a long term and sustainable creative arts career is a realistic and attainable goal.

Core competencies and critical success factors

- Resilience, wellbeing and safe practice;
- Fostering entrepreneurialism;
- Having an instinct for and engaging with industry;
- A Team comprised of current industry professionals – experts in their fields;
- The building of effective partnerships;
- Sustainable operational practices; and
- Provide high level service and quality education.

Our philosophy

At AFTT, we believe in thinking outside the square, pushing the limits and daring to imagine. We have a highly supportive and nurturing educational approach, helping our students aspire to their potential. Our graduates are provided with the foundation to become an integral part of the global creative community and industries.

Our culture

Founded on passion, inspiration, adventure and creative excellence, at AFTT our strength is derived from our community. Thanks to the cross-disciplinary nature of the Academy, our students, staff, Academic Team (comprised of industry professionals) and management connect and collaborate together on a daily basis and this creates an exciting, inspiring and engaging space in which to work, learn and create. We will always encourage our students to live and breathe their passion, be fearless in pursuits of their dreams, and to dream big.

Ahead of the curve

At AFTT we pride ourselves on the unlimited creative and collaborative opportunities that exist for our students and staff to push their creativity to its limit. We ensure each individual explores their art form with a focus on resilience, well-being, and sustainable artistic practice. We acknowledge the need for the synergy between the impulse to create, and the aptitude for creative business. Whatever the creative dream, the Academy of Film, Theatre & Television is committed to prepare our graduates to claim their space in a vibrant and evolving creative arts industry.

The AFTT difference

The AFTT community is made up of creatively focused like-minded individuals, drawn from current and past students, Academic Team (comprised of industry professionals), directors, consultants and a supportive and dedicated student admissions and administration team. Our extended friends and esteemed partners from the creative industry at large include the Belvoir Street Theatre, and the JMC Academy. Our industry networks are strong and growing with an academy wide commitment to the next generation of creative artists.

Our history

The Academy of Film, Theatre & Television (AFTT) is the business name of:

International Film School Sydney Pty Ltd (IFSS) and JMC Pty Limited.

The Academy started as a collaboration between two (2) of Australia's longest standing private institutions – the Actors College of Theatre & Television (ACTT) – established in 1992, and the International Film School Sydney (IFSS) – established in 2005.

In 2016, the Academy of Film, Theatre & Television (AFTT) was introduced.

Our future

AFTT is a broad-focused, dynamic, world-class learning environment, and our vision is long reaching:

TO PRODUCE INDUSTRY READY GRADUATES WITH A REAL-WORLD UNDERSTANDING OF THEIR CRAFT FOR WHOM A LONG TERM AND SUSTAINABLE CREATIVE ARTS CAREER IS A REALISTIC AND ATTAINABLE GOAL.

To do that, we need to be ahead of the curve, adaptive, innovative and offer a flexible learning environment with a cross-disciplinary ability to respond and to think outside the square.

To continue to build and nurture creative relationships; students, alumni, staff, the Academic Team, industry, partners. To acknowledge our history and build on the storytellers of our lineage.

AFTT courses

AFTT offers an interdisciplinary suite of courses in filmmaking, theatre production and acting.

- **CUA51015 Diploma of Screen and Media**
This qualification is offered in two (2) industry focus areas of Filmmaking and Theatre Production.
*and teach out in Acting
- **CUA60615 Advanced Diploma of Screen and Media**
This qualification is offered in one (1) industry focus areas of Filmmaking.
*and teach out in Acting
- **Diploma of Creative Arts (Acting)**
- **Bachelor of Creative Arts (Acting)**

Registration

The Academy of Film, Theatre and Television (AFTT) is the business name jointly owned by International Film School Sydney Pty Ltd (IFSS) and JMC Pty. Limited (JMC).

IFSS is a training provider registered through the Australian Skills Quality Authority (ASQA). JMC Pty. Limited is a registered Higher Education provider under with the Tertiary Education Quality and Standards Agency (TEQSA).

As such, AFTT's Vocational Education and Training (VET) programs are provided and awarded by IFSS Pty Ltd, and the AFTT's Higher Education (HE) programs are provided and awarded by JMC Pty. Limited.

This gives our students the assurance that every course at AFTT meets the high standards required by the national VET Quality Framework, Higher Education Standards Framework (Threshold Standards), industry, and other stakeholders. AFTT promotes artistry, innovation and quality in our programs, and we are committed to meeting the skills, underpinning knowledge and performance outcomes necessary for students to pursue their chosen careers.



03 OUR LOCATION.

3.1 AFTT Campus

AFTT campus is located at 41 Holt Street, Surry Hills, Sydney. AFTT is situated in Sydney's city centre, midway between the vibrant bustling inner-city suburb of Newtown, and the back-packer beach haven, Coogee.

AFTT is less than five (5) minutes' walk away from Central Station (train and bus interchange) which has regular public transport services. For transport timetables, visit <https://transportnsw.info/#/>

3.2 On Campus contacts

Main Campus Contact Details

Academy of Film, Theatre & Television (AFTT)
41 Holt Street
Surry Hills NSW 2010
Ph: +61 2 9281 2400
F: +61 2 9211 1000
E: info@aftt.edu.au
W: www.aftt.edu.au

Administration

Ph: 02 9281 2400
E: admin@aftt.edu.au

Student Admissions

Ph: 02 9281 2400
E: info@aftt.edu.au

Head of Acting

Glen Hamilton
E: ghamilton@aftt.edu.au

Head of Film

Woody Naismith
E: wnaismith@aftt.edu.au

Course Supervisor, Theatre Production

Simeon Lewis
E: slewis1@aftt.edu.au

Tech Store

Ph: 0457 800 095
E: filmstore@aftt.edu.au

After Hours

M: 0457 800 095 | Ph: 02 9281 3557
E: afterhours@aftt.edu.au

Campus Manager

Ms. Samantha McLean
Ph: 02 9281 2400
E: smclean@aftt.edu.au

3.3 Introducing Sydney

Sydney is Australia's largest city and is widely recognised as one of the most beautiful and exciting cities in the world.

For more information, check out the AFTT website: <https://www.aftt.edu.au/admissions/international-students/studying-in-australia>

3.4 Accommodation

AFTT does not have accommodation facilities on site. Students can rent their own apartment, flat or house upon arrival to study. However, renting accommodation means that students may have to buy their own furniture.

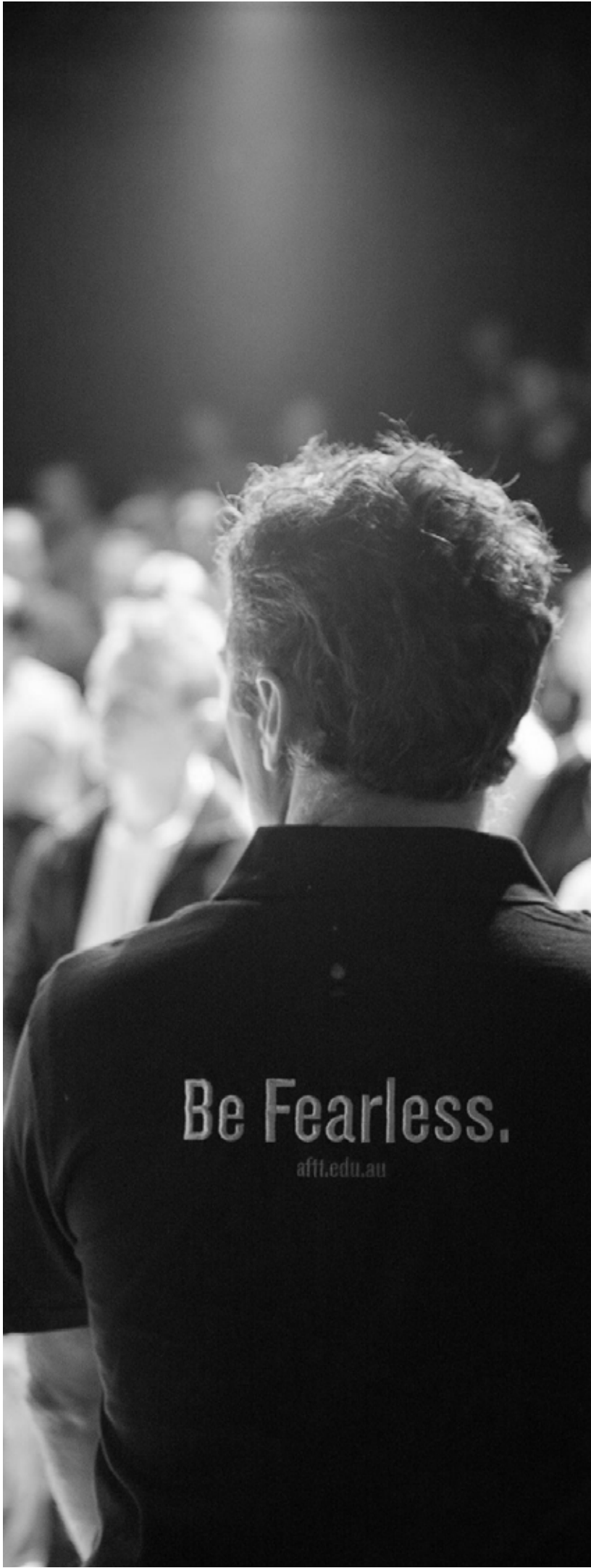
Renters will need to pay for the first month's rent as bond at the beginning of the tenancy agreement. Please refer to AFTT's website (<https://aftt.edu.au/international>) for information about accommodation and living in Sydney

*Please also see under International students

3.5 Current Address Details

Students on an International Student Visa no longer need to keep the Department of Immigration and Border Protection (DIBP) informed of their home address in Australia as DIBP will check these details with AFTT if required.

Therefore, students must maintain a current residential address on their AFTT student file at all times.



04 SAFE CAMPUS.

4.1 Health and Safety

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 spillage to Administration and any other situations that could cause injury to persons on campus.

4.2 Student Welfare

Safety and welfare of all students is the highest priority of all AFTT's staff members. We safeguard, look after and monitor our students' 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 Administration. Your Head of Department 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.

4.3 Mental Health and Wellbeing

AFTT 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 Administration immediately.

There are counselling services available on Campus for students.

The nature of creative training is such that some issues may arise in terms of past experiences, personal boundaries or other concerns that may create challenges for the student. AFTT promotes and delivers safe training practices. However, it is the student's responsibility to ensure that their physical and mental wellbeing is managed in accordance with work health and safety (WHS) considerations. This requires the student to evaluate personal situations which may be adversely affected through participation in the course and to accept responsibility for safe engagement in AFTT activities. The student is strongly encouraged to make a staff member aware if they are experiencing undue difficulty so appropriate support may be provided.

For safety reasons and in accordance with industry practice, at enrolment the student must complete a Statement of Health declaring their prescribed medications and any past injuries or existing physical or mental health conditions which may limit activity. It is the student's responsibility to notify Reception and up-date their Statement of Health if any changes occur or new circumstances arise during the course.

4.4 Code of Conduct

AFTT has a Code of Conduct valuing:

- Difference and diversity;
- Respect and cooperation;
- Tolerance;
- Academic debate; and
- Freedom of expression balanced with social responsibility

While on site or engaged in any AFTT-related activity, all students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

AFTT IS COMMITTED TO PROVIDING STUDENTS WITH A HEALTHY, NURTURING AND INTELLECTUALLY CHALLENGING STUDY ENVIRONMENT.

4.4 Code of Conduct (continued)

Students must not act in a way that interferes directly or indirectly with the learning of others or that hinders staff from carrying out their duties. Students enrolled at AFTT are given access to classes and facilities which will be shared with other students. It is therefore expected that students will behave in a manner that is acceptable to the wider community.

Each student and the staff at AFTT, have a right to work and study in an environment free from harassment, discrimination or threatening behaviours.

Drug or alcohol use, theft, vandalism, cheating and plagiarism are unacceptable. Class attendance and punctuality are important for learning and for the smooth running of the program.

Harassment

AFTT will not tolerate any behaviour towards a student or staff member that is discriminatory or aggressive. This includes harassment (sexual, verbal, physical etc.), racial vilification and/or bullying.

AFTT investigates all claims of unsafe, discriminatory or aggressive behaviour and where the allegations are upheld takes disciplinary action as required.

Alcohol and drug use

You must not take or sell drugs or attend class under the influence of drugs and/or alcohol. Any student found selling or offering to procure drugs or attending AFTT under the influence of drugs and/or alcohol will be expelled. Any student found with drug paraphernalia will be expelled. In any of the above instances, AFTT will request police to investigate.

Theft and vandalism

Any allegation made against a student of theft, vandalism or destruction of AFTT property will be investigated.

AFTT will notify police. Theft, vandalism and/or destruction will result in expulsion.

Mobile phones

Mobile phones must be switched off or on silent, and out of sight during class unless used for a class activity as directed by the Academic Team.

Plagiarism and cheating

Plagiarism is where a student copies all, or a substantial part of the work of another person whether written, printed, electronic or other media without due acknowledgment, thereby making it appear to be their own thoughts and ideas. Any claims made against a student regarding plagiarism will be investigated. Where the allegations are upheld, the student will not be deemed competent in the unit and may be at risk of expulsion. Any claims made against a student regarding cheating will also be investigated.

Attendance

A student's attendance for all classes and activities, both on and off-site, is recorded, monitored and managed according to *Policy #02.15 Academic Progression* and associated *AFTT Attendance Procedure*. Student attendance records are maintained by Reception using class rolls which are taken at the start of every class/ activity.

Please note: Students are also required to sign in and out at Reception when they arrive and leave each day, for workplace health and safety purposes in case of an emergency.

Extra-curricular activities

If an enrolled performance or production student wishes to participate in theatre, film or television work outside the Academy, whether paid or unpaid, they must notify the Head of Department.

Student Rights and Responsibilities

While at AFTT, students have the general and fundamental right to:

- Be recognised as an individual member of the campus community, with access to campus services and facilities;
- Be treated fairly and ethically, with respect and dignity;

- Study in a supportive and encouraging environment;
- See resolution for any complaints or grievances;
- Attend the Academy in a peaceful manner;
- Be free of academic censorship of material published;
- Have access to own records and have own records kept secure;
- Have access to the relevant legislation, regulations, policies, procedures and rules that apply to students.

While at AFTT, students have the general and fundamental right to:

- Recognise the rights of other students, staff and visitors;
- Obey Australian laws;
- Respect and uphold principles of scholarly integrity;
- Be aware of and comply with statutes, regulations, policies, procedures and rules that apply to students;
- Ensure that own student records, including contact details, is accurate at all times;
- Show respect for the program, Academic Team and colleagues through full, regular and punctual attendance in class, rehearsals and performances;
- Uphold the reputation of AFTT while engaged in Academy Activities; and
- **Not** purport to speak on behalf of AFTT unless explicitly authorised to do so.

Behaviour deemed unacceptable for an educational setting

AFTT may temporarily suspend or cancel the enrolment of a student on the grounds of misbehaviour by the student.

For more information refer to the Deferment, Suspension and Cancellation Policy and Procedure on the AFTT website at www.aftt.edu.au/about/policies-and-general-information

AFTT is home to staff and students of different genders, differing values and cultural backgrounds, differing sensitivities, ages and levels of maturity. Students and staff are required to respect each other's differences and each other's values.

Computers or other AFTT equipment or facilities are not to be used for viewing or making materials containing pornography, overt violence, profanity or any other potentially offensive material that is illegal or likely to cause offence to others.

Whilst it is acknowledged that student work may at times contain varying degrees of profanity, violence, mortality and/or sexual content, students are required to show such work (or allow it to be seen and heard) within clear boundaries of common decency, and with sensitivity shown to the differing values and sensibilities of others.

In other words, fellow students, and Academic Team members, must be given the choice of whether or not they wish to aurally or visually experience such materials and/or subject matter.

AFTT does not wish to quell free expression or exploration of any themes, ideas, audio/ visual material or subject matter. However, we kindly ask each student to consider the effect of such on those around you.

Please show the utmost level of consideration at all times.

AFTT encourages students to explore the limits of expression and thematic concerns. Please however do not allow such to spill over into common areas at the expense of the sensitivities of those around you. AFTT encourages the comfort of all and the discomfort of none.

Misbehaviour that has been deemed unacceptable for an educational setting includes, but is not limited to, any behaviour that:

- is likely to impede significantly the learning of other students of AFTT; or
- is likely to be detrimental to the health, safety or welfare of the staff or other students at AFTT; or
- causes or is likely to cause damage; or
- is likely to bring AFTT into disrepute.

4.5 Success in your Studies

Attitude

Students in AFTT's courses constitute a "company" both in spirit and practice for the duration of their study at AFTT. Accordingly, commitment needs to be wholehearted to achieve the desired goal of excellence. If students let the group (or ensemble) down, they let themselves down. It is essential that students learn the expectations, behaviour and attitudes appropriate to working in the profession just as much as they master the fundamental skills necessary to sustain future employment. Refer to the *Policy #06.06 AFTT Student Production Protocol*.

Campus Behaviour

It is essential that the atmosphere in the campus is positive, supportive and focused. Students need to be ready to work at the beginning of the session and to maintain their energy and concentration throughout. Eating, drinking and gum chewing are therefore inappropriate.

Interruptions from mobile phones will not be tolerated; they should be switched off at the beginning of each class.

At the end of each class, please return the room to a "neutral" state. This means closing windows, stacking chairs, props and costumes and taking all personal belongings with you – clothes, water bottles, books etc.

Auditions and Rehearsals out of class

For many courses a great deal of work occurs in groups within the classroom. This requires periods of intense co-operation between people who may or may not have chosen to work together (just like real life).

Developing good working processes and organising time to work in groups is a vital part of performance training.

When a rehearsal and/or audition are scheduled amongst students, treat it as you would if an Academic Team member were present.

Daily exercise regimes and maintaining good health

Performance is a physical activity. Each student needs to develop a daily routine that will exercise voice and body, incorporating current class work as well as individual needs. These will become clearer during the course as you learn more about yourself and acquire more skills. It is important that it is daily, or at least regularly, around five (5) times a week. Exercise routines should be reviewed every few weeks. Ill-health can make or break in the Industry, and recurrent illness is a matter of concern to the student, the Academic Team and the Academy. The rigours of the training can take a toll on the student who suffers ill health and those who do not look after themselves properly. It is every individual's responsibility to ensure that their good health is a priority by eating properly, resting sufficiently and exercising regularly. Remember, ill health can put a student's place in jeopardy.

Existing Injuries

If students have an existing injury, it is their responsibility to inform the Academic Team member in a class where aggravation might occur, especially, but not only, in movement and dance. Students must never engage in activities where they might injure themselves and/or jeopardise the safety of others. All injuries must be reported on the student's Statement of Health at enrolment and on an ongoing basis as they heal and/or occur.

Please ask at Reception if you wish to up-date your Statement of Health.

Appropriate dress

Students must dress appropriately for each class and rehearsal. Rehearsal gear is suitable for most performance classes; i.e. loose, comfortable pants and t-shirts, and soft soled shoes. Make-up and jewellery should not be worn to regular classes as this inhibits the individual and creates a barrier to the process of the work. Jeans, restrictive clothes and hard soled or high heeled shoes are NOT APPROPRIATE for any performance class. Students wearing open toed shoes (such as thongs, sandals, etc.) will not be permitted to be involved in any production activities, nor can they handle production equipment or be permitted to enter the equipment store.

Constructive criticism and skills growth

The nature of the study at AFTT is such that students are constantly being observed by the Academic Team and fellow students.

The quality and improvement in students work are of utmost importance and personal feedback about that work is integral to it. Hopefully each student will see the criticism received as being positive. Unfounded praise is far more damaging in the long term than an objective comment which points to areas upon which may be improved.

Subjects undertaken during the course will help students gain a vocabulary to comment upon performances observed as well as a framework for accepting criticism of own work.

Be organised

Students must plan ahead and ensure that they do not become overtired or ill due to involvement in productions. Involvement in productions is not an excuse for lateness to class, absence or failure to prepare written or practical assignment work for individual Academic Team members.

Unscheduled activities

Within any course there are 'unscheduled activities'. The nature of acting, production and film training requires that students must expect to do a great deal of work by themselves in study and practice. In the case of full-time students, evening rehearsals / auditions, weekend activities and out-of-hours shoots do arise from time to time in production work and performance. Students must be prepared to meet varied commitments. Notice will usually be given to allow students to rearrange other commitments.

Organising personal time

Student's time should be organised so that free time can be enjoyed without the pressure of knowing that there is a pile of work that should be being done. Students need time for relaxation and other activities. This requires forward planning to ensure that enough time is given to homework and to practice.

A positive attitude is essential to making the most of your time.

Personal hygiene

Attention needs to be paid to personal hygiene for the sake of your own and other's health. The nature of the course requires that much group work be undertaken which requires close contact, and good personal hygiene is an important consideration for the comfort and health of others in class. Personal hygiene is also basic to the profession.

4.6 Equipment

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

4.7 Privacy

As a registered training organisation (RTO), AFTT collects student's personal information so we can process and manage each enrolment in a vocational education and training (VET) course with AFTT.

AFTT uses student's personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

AFTT are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about each student to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

AFTT are also authorised by law (under the NVETR Act) to disclose personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Any personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts;

4.7 Privacy (continued.)

administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose any personal information to any overseas recipients.

For more information about how the NCVER will handle personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency.

Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact the Academy of Film, Theatre & Television (AFTT) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact Us

Academy of Film, Theatre and Television

p: (02) 9281 2400

e: info@aftt.edu.au

<https://www.aftt.edu.au/admissions/domestic-students/policies-procedures>

4.8 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;
- Global pandemics;
- Chemical, radiation or bio-hazard spillage

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

The Critical Incident 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.

4.9 First Aid

AFTT has First Aid officers available during Campus hours.

If you require First Aid, please report to Reception.

If you are experiencing an emergency and require assistance from police, fire brigade or ambulance services, **dial 000 (triple zero).**

In case of emergency, DIAL 000.

4.10 Evacuation

Students are to familiarise themselves with the evacuation procedures at AFTT (see the Admin glass cabinets and map overleaf).

Alarm tones

Tone 1 = BEEP BEEP BEEP | Prepare to evacuate

Tone 2 = WHOOP WHOOP WHOOP | Evacuate

Evacuation Procedure

- On Tone 1, prepare essentials for evacuation - collect bag, phone, keys, wallet and any medication ready in case of an evacuation
- On Tone 2, evacuate: there are to be no open drinks while evacuating (slip hazard), and all evacuees must stay off their phones;
- If there is no alarm sounding, please follow the advice of the warden in regard to an evacuation or lock-down;
- If the alarm sounds after hours (either Tone 1 or Tone 2), evacuate immediately;
- After hours = Please be advised that the Holt Street exit is closed after hours, so Zone 1 & 3* must evacuate with Zone 2* via the Sound Studios onto Elizabeth street.
*refer to map on next page for Zones

Muster point

Corner of Elizabeth Street and Devonshire Street

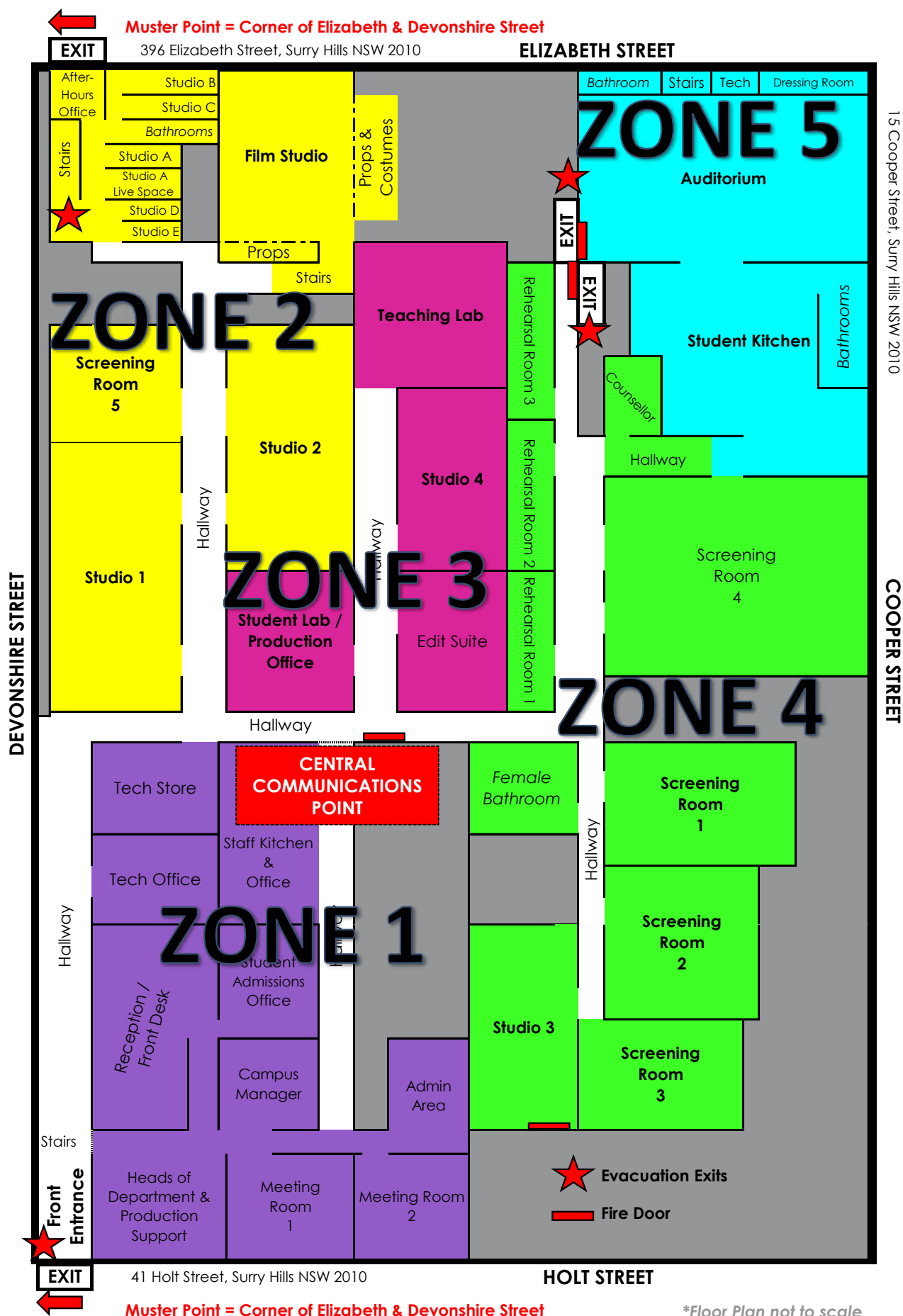
Once zone has been evacuated, walk to muster point on the corner of Elizabeth and Devonshire Streets and await further advice from Chief Warden. Roll call will be taken at muster point.

DO NOT LEAVE the muster point until you have been advised to do so by a Warden.

Chief Warden, First Aid Officer & Wardens

- Chief Warden will be wearing a WHITE HAT
- First Aid Officer will be wearing a GREEN HAT with a white cross
- Wardens will be wearing RED HATS

4.10 Evacuation (continued)



4.11 NSW Workplace Health and Safety

AFTT guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study.

In case of fire at AFTT, everyone will make their way to the nearest exit and meet at the corner of Devonshire St and Elizabeth St for roll call.

Designated Fire Exits are the Holt St and Elizabeth St entrances - the fire exit door across from the student computer labs, and the fire exit door down the end of the Rehearsal Room corridor.

Fire Extinguishers

Fire Extinguishers are located:

- outside the main entrance to Admin
- inside the main Admin area
- Sound studios / Sound Studio office / Sound Studio A / Sound Studio C
- outside Screening Room 2
- outside Rehearsal Room 2
- inside the Auditorium
- outside Teaching Lab
- by the fire exit door across from the student computer lab
- outside Cine 1 room
- inside Cine studio (downstairs)

Fire Hoses

Fire Hoses are located:

- outside Screening Room 2
- outside Screening Room 3
- inside the Auditorium
- Staff room in the Admin area

Smoking

Smoking is not permitted in any area of AFTT. In accordance with the Smoke-free Environment Act 2000, if you wish to smoke you must leave the premises and be at least 4-metres away from any entrance/exit.

First Aid Kits

First Aid Kits are located in:

- Equipment Manager's office
- Student Kitchen
- Reception
- Every shoot equipment kit

Campus Evacuation Points

In case of evacuation, Campus Evacuation points are located:

- Holt Street entrance
- Elizabeth Street entrance
- Auditorium - exit onto Cooper Street
- Rehearsal Room corridor - exit onto Cooper Street

All students, staff, visitors and guests to the AFTT Campus must familiarise themselves with the Evacuation procedures.

Please refer to the evacuation procedures located within the display cabinets on campus.

4.12 Anti-Discrimination Act 1977

AFTT IS COMMITTED TO PROVIDING A FAIR AND EQUITABLE SCHOOL FOR ITS STAFF, STUDENTS AND VISITORS.

Any discrimination or harassment of staff, students or visitors because of their gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, sexuality or age will not be tolerated.

4.13 Equal Employment Opportunity

Staff recruitment at AFTT and student casting is conducted equitably in accordance with the principles of EEO.

4.14 Harassment, bullying and discrimination

AFTT IS COMMITTED TO ACTIVELY FOSTERING AN INCLUSIVE CULTURE THAT IS FREE FROM BULLYING, DISCRIMINATION AND/OR HARASSMENT OF ANY KIND.

AFTT 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 AFTT.

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

AFTT 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.

The Academy of Film Theatre and Television:

- Sets standards of acceptable behaviour for AFTT 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;
- Provides academic and counselling services, as a matter of course, to support students to successfully complete their studies.

AFTT 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 AFTT website.

4.15 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 AFTT, 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, including access to a learning module titled, 'Consent Matters - Boundaries, Respect and Positive Intervention' which is required to be completed by all students.

RESPECT. NOW. ALWAYS.

Help shape a culture of safety and respect at AFTT.



05 IN THE CLASSROOM.

YOUR ATTENDANCE AND PARTICIPATION IN ALL TIMETABLED SESSIONS ARE VITAL TO ENSURE YOU GET THE MOST OUT OF YOUR TIME AT AFTT.

Teaching and learning at AFTT is based on the shared obligation to present content information and practical skills and to assess student achievement in a timely manner. It is the responsibility of all students to submit assessments, assignments and deliver project work, participate in presentations and exams by the due dates. With written application and approval from AFTT, limited flexibility may be extended to students.

5.1 Commitment and contact hours

All students enrolling should be prepared for a FULL-TIME commitment to their education. To work within the creative arts requires a commitment to learning, developing and creating – as an individual, and as part of an ensemble/crew.

The nature of our educational programs are studio and production focussed, meaning your time at AFTT involves being immersed in the world of performance/production and within a community of likeminded professionally focussed people.

Your full-time commitment consists of a combination of an average of 24 hours per week of classes, rehearsals and productions as well as time for personal preparation, reflection and independent work.

5.2 Timetable

Our timetable is a combination of morning, afternoon and evening classes and rehearsals which run between the hours of 9.00am and 9.00pm, Monday to Friday.

Typically, these session times are:

- **Morning session**
9am – 1pm / 9.30 – 12.30pm
- **Afternoon session**
1pm – 5pm / 1.30 – 4.30pm
- **Evening session**
5pm – 9pm

During production periods students will be required to attend AFTT outside of these normal hours, which may include afterhours and weekend performances and production activities.

Your timetable is provided at the beginning of each trimester/semester to allow you to forward plan and manage your time between AFTT, work and personal commitments

5.3 Tiers = Trimesters and Semesters

The Diploma and Advanced Diploma are based around 18-week semesters.

Each semester is referred to as a tier.

The Diploma of Creative Arts (Acting) and Bachelor of Creative Arts (Acting) are based around 14-week trimesters.

Each trimester is referred to as a tier.

Within the handbook, when it refers to Tri-semester, this refers to either a Trimester or a Semester.

5.4 Attendance

Attendance

A student's attendance for all classes and activities, both on and off-site, is recorded, monitored and managed according to *Policy #02.15 Academic Progression* and associated *AFTT Attendance Procedure*. Student attendance records are maintained by Reception using class rolls which are taken at the start of every class/ activity.

Please note: Students are also required to sign in and out at Reception when they arrive and leave each day, for workplace health and safety purposes in case of an emergency.

Attendance Records Procedure

- The Academic Team will collect, mark and return their class rolls daily;
- Any delays in arrival must be accompanied by a phone call to the school, or email through to Admin;
- The Academic Team member will close the door promptly at class start time and mark the roll as they verbally note the students who are present (P). After 10 minutes, the Academic Team member will again open the door and allow in any late comers (without negotiation) but record them on the roll as being late (L). Two 'lates' will be counted as one absence (2L = 1A);
- If students arrive more than 10 minutes after the allocated class start time, they will be marked as 'absent' (A), but will be allowed to join the class at lunch break at the Academic Team members discretion (without negotiation) if it is not too disruptive to the work. The Academic Team have the discretion to refuse late entry to classes;
- The Academic Team will keep a copy of their own rolls and notify the administration team or Head of Department if a student misses two consecutive classes or demonstrates a pattern of absences, to ensure any learning issues that may be arising can be addressed early;
- Students seeking to attend an auditions or medical appointment during a class will not receive approval (no negotiation) and will be marked absent. It is noted that students have one day off per week for personal matters.

Explained Absence

Students unable to attend class because of illness should contact Reception before classes begin or as soon as practical. *Immediately* upon return to the Academy, the student must provide a Doctor's Certificate to Reception detailing the nature of their illness. In such circumstances, it will be noted on the students' attendance record that a medical certificate has been provided.

Note

- All attempts should be made to attend class. Actors, filmmakers and technical crew very rarely miss performances or shoots through illness as they know they have an obligation to their audience as well as their colleagues;

- Unless notification is made, and the appropriate medical certificates submitted, an unexplained absence will be recorded for each class the student is absent;
- Illness which involves extended absence may also mean that a student's place in the course is reviewed.
- However, such circumstances are treated on a case by case basis.

Leave of absence

Students may apply for leave of absence only in exceptional circumstances. The application must be made on the appropriate form, available from the Head of Department or Reception and must be made as far ahead of the time requested as possible. Approval is not automatic but is determined on a case by case basis. Generally, extended leave of absence will not be granted because of the negative impact on the student's studies.

Attendance at Academy Productions

Performing arts is all about performing! Seeing the potential end product of studies and giving support to fellow students is an essential ingredient for each student's own development. It is therefore expected that all performance students (Acting and Theatre Production students) attend all Academy productions. Unless an open dress rehearsal is scheduled during class time, students must attend either a preview performance or one of the public performances that follow.

AFTT also encourages Film students to attend - think of this as a casting and networking opportunity, as well as to support fellow students.

Students can attend a production preview free of charge and no charge will be made for attending the public performances provided all tickets are not sold. Failure to attend productions will be regarded in the same way as absences from class. Any student assisting on Front of House (FoH) duties is also entitled to see the show at no charge. This may, however, be on a different night. The Administration Staff keep an attendance list of FoH helpers.

5.5 Copyright

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

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

5.6 Student Surveys

As part of AFTT's quality assurance procedures, every tri-semester, each student will be asked to complete Surveys.

These surveys are the student's opportunity to provide AFTT with honest feedback on the course, the Academic Team, the Admin Team, the educational facilities, the learning activities, support services, units, resources, materials and assessments.

Student comments enable AFTT to make sure that students' expectations are being met and allow us to continually improve and optimise AFTT's education and support services. AFTT also uses this information to improve the delivery and assessment of units when they are next offered.

AFTT also participates in the Quality Indicators for Learning and Teaching (QILT) survey program. The Quality Indicators for Learning and Teaching is a government initiative to provide prospective students with relevant and transparent information about Australian higher education institutions from the perspective of recent students and graduates. You may access QILT information: <https://www.qilt.edu.au/>





06 COURSES.

6.1 Course Calendar

View the Academic Calendar and dates on AFTT's website, www.aftt.edu.au.

Please refer to the timetable located within the display cabinets on campus for details of classes/rooms/ Academic Team.

6.2 Qualifications

At the Academy of Film, Theatre & Television (AFTT) our passion for quality training is unwavering and has helped our graduates immerse themselves into diverse and critically acclaimed roles in film, television and theatre for over 20 years.

AFTT offers an interdisciplinary suite of courses in filmmaking, theatre production and acting:

- **CUA51015 Diploma of Screen and Media** offered in industry focus areas of **Filmmaking** and **Theatre Production**.
- **CUA60615 Advanced Diploma of Screen and Media** offered in industry focus area of **Filmmaking**.
- **Diploma of Creative Arts (Acting)**
- **Bachelor of Creative Arts (Acting)**

*please note teach out in progress for the CUA51015 and CUA60615 in the industry focus area of Acting.

6.3 Vocational Education and Higher Education courses offered at AFTT

6.3.1 VET Programs

AFTT's Vocational Education (VET) programs are provided and awarded under IFSS Pty Limited. Academy of Film, Theatre & Television is the business name of:

International Film School Sydney Pty Ltd (IFSS) ABN 50 108 452 062 | RTO Code: 91143 | CRICOS No: 02660C

- CUA51015 Diploma of Screen and Media
- CUA60615 Advanced Diploma of Screen and Media

6.3.2 VET Pathways

AFTT's CUA60615 Advanced Diploma of Screen and Media graduates from the industry focus area of Film have a pathway into higher education at The JMC Academy.

AFTT Film graduates are able to seek articulation directly into JMC Academy's Bachelor of Creative Arts (Film and Television).

6.3.3 Higher Ed (HE) Programs

AFTT's Higher Education (HE) programs are provided and awarded under the JMC Pty Limited

Academy of Film, Theatre & Television is the business name of:

JMC Pty Limited ABN 53 003 572 012 | CRICOS No: 012959J

- Diploma of Creative Arts (Acting)
- Bachelor of Creative Arts (Acting)

6.3.4 AFTT Courses

<https://www.aftt.edu.au/courses>

6.4 Academic Team

At AFTT, we aim to deliver the most comprehensive and industry focused learning environment possible. To achieve this, AFTT's courses are delivered by Australia's leading industry professionals in their specialist fields, all of whom have made their own definitive mark on the industry and continue to work professionally. Guest Directors and Consultants also compliment the team and are an integral part of the AFTT experience.

(See more at: <https://www.aftt.edu.au/cast-crew/meet-the-team>).

AFTT's Academic Team is comprised of AFTT's Heads of Department, Course Supervisors, in-house trainer and assessors, and external industry professionals advising as production team members.

Further, AFTT engages regularly with key industry experts and stakeholders to ensure our courses and techniques reflect industry best practice, evolving trends and experiential opportunities so students acquire appropriate skills and knowledge in preparation for employment in the creative arts, performing arts and screen industries.

AFTT conducts learning and assessment in simulated theatre/ film production environments, providing plenty of opportunity and space for students to develop and practice their skills. Underpinning knowledge may be delivered through lecture style presentations, practical workshops or one-on-one consultancy.

Facilities include a 65-seat auditorium, studio spaces, screening rooms, shooting studios, AV equipped classrooms, computer labs and suites.

6.5 Qualifications

6.5.1 Course Overviews

At Orientation you will be issued with a Course and Tier overview outlining the industry designed projects, units and assessments you will undertake during your studies.

6.5.2 CUA51015 Diploma of Screen and Media

AFTT delivers the *CUA51015 Diploma of Screen and Media* qualifications comprising fifteen (15) assessable units of competency from the national Creative Arts and Culture (CUA) Training Package endorsed by industry and the Australian Government.

Students undertake an intensive program of teaching and assessment activities based on industry practice, incorporating production skills as well as various screen projects working with in-house trainers and assessors, and external industry professionals.

The Diploma courses are delivered and assessed holistically to allow for the full integration of individual skills classes into a range of production tasks, projects and productions. This method of course structure mirrors the application of skills and the nature of work in the Screen and Media Industry.

The training provided by AFTT for this program involves a two-part delivery strategy known as Tiers.

Each Tier represents one semester's work. Each Tier has a set of classes and screen production activities designed to build the necessary skills and knowledge within the specialist industry focus area.

6.5.2.1 Industry Focus Area: FILM

- Tier 1: The Process of Filmmaking: Vision, Craft and Collaboration
- Tier 2: The Implementation of Learnt Craft Application, and

6.5.2.2 Industry Focus Area: THEATRE PRODUCTION

- Tier 1: The Craft of Theatre Production
- Tier 2: Theatre Production at Work (Career Ready)

6.5.3 CUA60615 Advanced Diploma of Screen and Media

AFTT delivers the *CUA60615 Advanced Diploma of Screen and Media* qualifications comprising sixteen (16) assessable units of competency from the national Creative Arts and Culture (CUA) Training Package endorsed by industry and the Australian Government. With an industry focus area of **ACTING** or **FILMMAKING**, this qualification completes the professional program at AFTT.

Graduates of this qualification will be equipped with the skills to successfully navigate a career in the creative arts industry. The skills and knowledge developed through this program will prepare graduates to undertake work opportunities in numerous areas of the creative arts industry, as well as the ability to self-develop productions across multiple formats.

This qualification will equip graduates for sustainable professional practice which develops resilience, self-reflection and entrepreneurial skills to develop and maintain successful careers within the creative arts industry.

6.5.3 CUA60615 Advanced Diploma of Screen and Media (continued)

6.5.3.1 Industry Focus Area: FILM

Successful completion of Tier 1 and Tier 2 will award graduates with the CUA51015 Diploma of Screen and Media.

Tier 3 and 4 forms the second year of AFTT's film program and allows for the successful completion of CUA60615 Advanced Diploma of Screen and Media.

- Tier 3: Deepening of the Craft
- Tier 4: The Truth is in Doing

6.5.3.2 Industry Focus Area: ACTING

*(*Acting is teach-out only – see under Diploma and Bachelor of Creative Arts)*

Successful completion of Tier 1 and Tier 2 will award graduates with the CUA51015 Diploma of Screen and Media.

Tier 3 and 4 forms the second year of AFTT's acting program and allows for the successful completion of CUA60615 Advanced Diploma of Screen and Media.

- Tier 3: Extending the Actor's Process
- Tier 4: The Professional Actor at Work

6.5.4 CUA60615 Bachelor of Creative Arts (Acting)

(Tier 1 & Tier 2 form the Diploma of Creative Arts)

- Tier 1: The Actor's Instrument
- Tier 2: The Actor's Craft into Stage and Screen Productions
- Tier 3: Range and versatility of the actor
- Tier 4: Extending the Actor's craft
- Tier 5: Empowering the actor's process
- Tier 6: The independent performing arts professional

6.6 Testamur and Transcript

6.6.1 Vocational Education Training (VET) – Film and Theatre Production

- A Testamur is only issued to students who have met all the requirements of the award;
- A Record of Results is a certified record of all results which a student has obtained in units leading to a qualification. AFTT 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;
- AFTT will also issue a Statement of Attainment to a student who withdraws from the course before completing the award.

6.6.2 Higher Education – Acting

- A Testamur is only issued to students who have met all the requirements of the award and whose eligibility to graduate has been approved by the Governing Council;
- A Testamur will only be issued for:
 - completed, enrolled awards, or
 - completed lower awards (if applicable), when a student withdraws prior to completing their enrolled qualification.
- Students who elect to graduate in absentia are not normally permitted to participate in any future ceremonies for that award;
- An Academic Transcript is a certified record of all results which a student has obtained in units leading to a qualification;
- AFTT issues Academic Transcript concurrently with the Testamur free of charge;
- An early or re-issued Academic Transcript are available to a student at any time upon request

6.7 Course Credit - Recognition of Prior Learning (RPL) and Credit

6.7.1 VET Course Credit - Recognition of Prior Learning (RPL) & Credit

The purpose of Recognition of Prior Learning (RPL) & Credit is to provide for the recognition of various types of a candidate's credentialed and non-credentialed learning, whilst maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

At enrolment, students may apply for RPL or Credit if they believe they are eligible for recognition of existing knowledge and skills towards the achievement of the qualification.

Check out:

- <https://www.aftt.edu.au/admissions/domestic-students/recognition-of-prior-learning>
- <https://www.aftt.edu.au/admissions/domestic-students/policies-procedures>

Note

AFTT's VET courses have been designed to incorporate significant integrated, practical components reflecting professional industry practice and hence, Tier subjects may include more than one unit. Considering the uniqueness of AFTT's holistic industry-focused training and assessment model, we consider it an advantage for students to attend all classes though related assessment requirements will be waived if course credit is granted.

6.7.2 Higher Ed - Awarding of Credit Points for Prior Learning

The major benefit of taking into account a range of prior qualifications or learning experiences is that it enables students to build on their prior learning and avoid repetition of subjects or stages of courses, when they have already acquired the relevant knowledge and skills through study at another institution or through extensive experience.

Check out:

- <https://www.aftt.edu.au/admissions/domestic-students/recognition-of-prior-learning>
- <https://www.aftt.edu.au/admissions/domestic-students/policies-procedures>

6.8 Further VET training pathways

AFTT VET courses may provide a pathway for any discipline qualification from the CUA Creative Arts and Culture Training Package for students wishing to further their studies.

Following the successful completion of 1-year of study at AFTT in a VET course, students will be awarded the **CUA51015 Diploma of Screen and Media**. Successful completion of AFTT's Diploma will enable students to continue into the **CUA60615 Advanced Diploma of Screen and Media**. Continuing students into the Advanced Diploma, will be given full recognition for the common units completed in the Diploma, which will allow them to complete the Advanced Diploma in only one further year of full-time study.

For AFTT Film graduates of the CUA60615, AFTT offer an articulation into a Bachelor of Creative Arts at JMC.

JMC Academy's Bachelor of Creative Arts (Film and Television), will enable AFTT Film graduates to build on their training at AFTT, exposing them to new genres, cutting edge platforms, self-promotion and professional development training.



07 ASSESSMENTS.

7.1 Assessment Process

At the commencement of each Tri-Semester, students are issued with:

- Course Overview;
- Assessment Planner;
- Timetable

AFTT'S UNIQUELY BALANCED TEACHING AND ASSESSMENT METHODS COMBINE FACE-TO-FACE CLASSROOM SESSIONS AND PRACTICAL STUDIO TIME THAT DELIVER SAVVY BUSINESS AND TECH SKILLS AS WELL AS REAL-LIFE EXPERIENCE.

It's important to attend and participate in both to ensure you get the most out of your time at AFTT.

Teaching and learning are based on the shared obligation to present content information and practical skills, and to then assess student achievement in a timely manner within each tri-semester. It is the responsibility of all students to submit assignments, assessments and deliver project work, and participate in presentations by the due dates.

Students must satisfactorily complete a set number of assessment activities to meet the requirements of each unit of study. In addition, in order to progress to the next tri-semester of study, you must have completed all prerequisite projects and units.

Students are also required to complete all compulsory training modules implemented by AFTT in order to fulfil the requirements of their enrolment. AFTT reserves the right to place certain sanctions against students' academic record, resulting in the unit grades being withheld, if those obligations are not met.

AFTT uses a range of assessment methods including exams, assignments, presentations and production projects.

7.2 VET Assessment - Film & Theatre Production (and teach out Acting)

7.2.1 Training Delivery and Assessment Services

7.2.1.1 Training Qualifications

The AFTT Academic Team are respected industry professionals and hold relevant qualifications.

7.2.1.2 Conduct of Assessment

Assessment is competency-based and conducted in accordance with the Australian *Standards for RTOs 2015*. Assessments are scheduled each semester in accordance with the *Tier Assessment Plan* and comply with the relevant, mapped industry competency standards, the national Principles of Assessment and the rules for collection of student evidence (sufficient, valid, current, own work) to ensure quality student outcomes.

The purpose of assessment is to:

- recognise prior learning and/or current skills competency;
- determine your training needs;
- judge how you are progressing;
- prepare you for the workplace / chosen industry upon graduation;
- formally assess your performance for the trimester / semester.

Assessment methods may include:

- demonstrating skills through practical/ technical exercises;
- observation of application of skills and knowledge during rehearsals and performances and film production;
- producing a piece of work;
- theory quizzes;
- written assignments – research paper; text analysis; production documentation;
- answering questions;
- making presentations to an audience or engaging in roundtables;
- participating in consultations, including with industry professionals
- developing a portfolio of work (e.g., Showreel and CV/headshot suitable for auditions)

7.2.1.2 Conduct of Assessment (continued)

Before each assessment event, students are provided with instructions and information about what to expect. Questions or concerns about assessment tasks should be directed to your Academic Team or Head of Department so any necessary information and/or support may be provided.

Each part of the course is assessed, and you will be deemed Satisfactory or Not Satisfactory. You must demonstrate that you are satisfactory/ competent in ALL Tier assessment tasks to successfully complete the relevant units of competency for each trimester / semester to enable progression to the next Tier.

If you are assessed as Not Satisfactory in any assessment, the assessor will identify the performance criteria, skills and/or knowledge not yet achieved and guide your preparation for re-assessment. Only one re-sit is allowed for each assessment event. In special circumstances and on a case-by-case basis, a learning intervention with a further re-assessment opportunity may be negotiated with the Head of Department.

Note

- *some assessments, for example in performance-based subjects, cannot be duplicated, and:*
- *all competencies of a whole course must be achieved before being awarded the qualification, and:*
- *a Statement of Attainment will be provided for partial completion.*

7.2.1.3 Course Completion

All AFTT students must maintain a minimum 80% attendance rate for assessment purposes, Tier (semester) progression and course completion.

All assessments listed in the *Tier Assessment Planner* must be completed successfully every Tier for course progression and completion. Further information on course progress is outlined in *Policy #02.15 Academic Progression* listed on the AFTT website.

In extenuating circumstances, a student may negotiate a formal written extension with the Head of Department in order to achieve the necessary competencies. This will be decided on a case-by-case basis.

7.3 Higher Ed (HE) Assessments

Our uniquely balanced teaching and assessment methods combine face-to-face classroom sessions and practical studio time that deliver savvy business and tech skills as well as real-life experience. It's important to attend and participate in both to ensure you pass each subject and get the most out of your time at AFTT.

Teaching and learning are based on the shared obligation to present content information and practical skills, and to then assess student achievement in a timely manner within each trimester. It is the responsibility of all students to submit assignments and deliver project work, participate in presentations and sit exams by the due dates.

Students must satisfactorily complete a set number of assessment activities to meet the requirements of each unit of study. In addition, in order to progress to the next trimester of study, you must have completed all prerequisite units.

Students are also required to complete all compulsory training modules implemented by AFTT in order to fulfil the requirements of their enrolment. AFTT reserves the right to place certain sanctions against students' academic record, resulting in the unit grades being withheld, if those obligations are not met.

AFTT uses a range of assessment methods including exams, assignments, presentations and production projects.

7.3.1 Free Intellectual Inquiry

AFTT'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.

7.3.2 Unit overviews

For each unit, each student will receive a Unit Overview which will detail the unit purpose and objectives, learning outcomes, content, assessment methods and tasks, criteria and weighting. Students who have not received a Unit Overview at the beginning of the trimester must obtain a copy directly from their lecturer. Copies are also available to download on AFTT's learning management system – Plato.

The Unit Overview includes an Assessment Brief for each assessment task giving detailed background information, direction and academic guidance for each assignment.

It is the students' responsibility to ensure that they understand what is required and if unsure, to seek clarification from their lecturer.

7.3.3 Assignments

Students are required to submit the assignments as their own work on set dates as outlined in the Unit Overview. Students must always retain full and complete copies of work submitted to AFTT as a record for future reference or in the unlikely event that an assignment is misplaced.

When submitting online assignments, please ensure you keep a screen shot of the successful upload, as evidence of on- time submission. When submitting an assignment over the counter, please make sure you sign the Assignment Register as evidence of on-time submission. Dispute over 'lost' assignments will not be considered without evidence of on-time submission.

Students will receive an individual mark for each assignment; however, the final grade for each unit will reflect performance throughout the trimester in addition to assignment marks. Final grades may also be subject to approval by the Academic Board.

Please note that AFTT reserves the right to utilise student works for Marketing and Promotional purposes – for more detail please refer to the Copyright section of this Handbook.

7.3.4 Assignment Submission

Please label all parts of submitted work with your name, student number as well as the unit name and number. Submission requirements provided by your lecturer will give you further information on what is required for that particular assignment. It is your responsibility to present your assignments in an academically professional manner.

Plagiarism (presenting other peoples' ideas and work as your own) is a matter of great concern in education. Every time you hand in an assignment you must read, sign and date the plagiarism explanation and declaration on the *Student Induction Checklist*.

Similarly, you must declare the source of all information you use in your assignments when the words or the ideas or the diagrams, sounds or images are copied or paraphrased from books, magazines, newspapers, the Internet or any other media source.

In written work, students are required to prepare well-structured information, descriptions, explanations and points of view that communicate clearly and concisely.

Prepare written assignments on the computer and always remember to read, spell-check and correct your work before submission.

Emailed submissions cannot be accepted.

It is the student's responsibility that work presented on hard disks/USB is in the format required, are not corrupted and are reliably backed up.

7.3.5 Late Assignments

Students must refer to the Assessment Tasks which detail the assessment due dates and submission format. Assignments are due on the date specified unless authorised by the Head of Department in writing prior to submission date. Assignments may be handed in late but will normally incur a loss of five (5) marks per day, for up to five (5) days after the due date. If the assignment is submitted after this point without a valid extension or special consideration, a mark of 0 will be awarded.

7.3.5 Late Assignments (continued)

For example, if an assessment is due on a Sunday evening, the student has until the following Friday to submit the assignment but will incur a maximum penalty of 25 marks (5 marks per day late) if submitted on that day. (See Assessment Management Procedure and Guidelines - Assessment Submission Penalties and Resubmissions on PLATO).

Trimester one undergraduate students are penalised 2 marks of their total mark for the assessment, applied per day for up to ten (10) days. Student may lose maximum 20 marks for the assessment in total. Resubmission is not permitted.

Failure to complete all assessment tasks associated with the unit on time may result in the student failing that Unit.

Students may apply for an Assessment Extension of Time for a particular assignment's due date by completing an Application for Assessment Extension or Exam Deferral form, a minimum of three (3) business days prior to the assignment's due date. It is at the discretion of the Department Head to approve or deny the Assessment Extension.

For all submissions, days are counted as calendar days.

7.3.6 Re-submitting Assignments

At the discretion of the Head of Department, and on recommendation from the lecturer, a student may be given one opportunity to resubmit work for an assignment or project in which they have performed below satisfactory standard. Deadlines and conditions for resubmission of assignment or project work may be negotiated between lecturer and student, providing that assessment for that unit is completed within the trimester. Resubmitted assignments are normally marked Pass/Fail and are not eligible for a grade higher than 50%, and do not require the completion of a form. Resubmission of an assignment or project after the end of trimester requires prior approval of 'Special Consideration' and is not generally considered without serious extenuating circumstances. This does require the completion of a form: the Student (Academic) Request form.

7.3.7 Re-Assessments

7.3.7.1 First trimester undergraduate students only

To assist undergraduate students who are in their first trimester of study familiarise themselves with AFTT's assessment procedures, these students are granted a one trimester "grace period" called 'Hand-In' Transition Assistance Program (TAP). This means that students who submitted their assignment and receive a grade less than 50%, on their first attempt on any of their given assessment tasks, have the option to resubmit (re-sit exams).

Maximum grade student is able to receive for their resubmitted assessment is 50% - Pass.

7.3.7.1 Last assessment to complete the Bachelor award

Bachelor students in their last study period who submit their last assessment piece in any unit enrolled in that study period – which would complete their Bachelor award if successful – on or before the due date and receive a grade of less than 50%, have the option to resubmit (re-sit exams).

Students must resubmit their assessment task no later than five (5) days from receiving their grades. Maximum grade student is able to receive for their resubmitted assessment is 50% - Pass.

For all submissions, days are counted as calendar days.

7.3.8 Re-collecting Assignments

Student assignments and projects will be kept on the AFTT premises for a period of 6 weeks after the end of the unit after which time will be discarded if not collected.

7.3.9 Extensions

If needed, within a trimester, students may apply for a standard extension of time to complete set assignments due to special circumstances, using an appropriate form available from Student Administration. 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.

Lecturers are not permitted to give verbal approval to students.

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.

7.3.10 Examinations

On the day of an exam you must arrive at least 15 minutes prior to start time to confirm arrangements and give yourself the appropriate preparation time.

Bi-lingual dictionaries (which translate an English word to a non-English word) may be used once checked and approved by the exam supervisor.

TURN OFF YOUR PHONE: Using mobile phones during exams for any purpose is strictly prohibited and can result in immediate expulsion on suspicion of cheating.

7.3.11 Special Consideration

A student may be eligible for Special Consideration if:

- The student has been affected by unexpected or extenuating circumstances,
- The circumstances were outside the student's control and for which student had no opportunity to prepare themselves in advance, and
- The circumstances made it impracticable for the student to complete the requirements for the assessment/s, and
- The circumstances made their full impact on the student after census date for the unit of study in question.

Students 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 the relevant Head of Department can approve an extension or a request for special consideration.

7.3.12 Higher Education Grades

Your lecturer will mark these assessment activities and allocate a grade. The grades are:

Grade	Mark	Descriptor
High Distinction (HD)	85-100	An outstanding performance. Indicates that the student has produced work of outstanding quality, originality or creativity, and has demonstrated a high level of understanding across all the learning outcomes specified for the unit of study.
Distinction (D)	75-84	A superior performance. Indicates that the student has demonstrated superior ability to consider all learning outcomes of the unit of study, demonstrating a sound grasp of content, together with efficient organisation and selectivity.
Credit (C)	65-74	A good performance. Indicates that the student has demonstrated the ability to think analytically and displayed satisfactory achievement across all learning outcomes of the unit of study.
Pass (P)	50-64	An acceptable performance. Indicates that the student has demonstrated work of acceptable quality and addressed all assessment requirements of the unit of study and has demonstrated an acceptable understanding of the issues entailed.
Conceded Pass (CP)	47-49	A marginally below acceptable performance. Indicates that the student has demonstrated work marginally below that normally required for a pass grade. CP may be granted when the overall performance was considered to warrant such a concession and allowed progression to another unit of study for which the former unit of study was a prerequisite.
Fail (F)	0-49	Unsatisfactory performance. Indicates that the student has demonstrated work below the minimum expected level. This grade characterises work which shows a significant lack of understanding of the topic or its context.
Recognition of Prior Learning (RPL)	N/A	The student has achieved all the learning outcomes specified for that unit of study to the required standard through prior learning through combination of study, life and work experience.
Withdrawn (W)	N/A	Withdrawn grade notation is awarded to student who has withdrawn from the unit of study without academic penalty.
Withdrawn Fail (WF)	N/A	Withdrawn grade notation is awarded to student who has withdrawn from the unit of study with academic penalty. This is an academic Fail.
Result Pending	N/A	Result pending the completion is awarded to student who has not completed assessment task(s) by the end of the teaching period.

Please note that your lecturer is not in a position to advise you of your final grade for a unit. A lecturer is not in a position to advise students of their final grade for a unit. As with all Australian Higher Education providers, final grades may be 'moderated' prior to publishing. You should always refer to your Paradigm portal account for official results.

7.3.13 Results

Assessment Results are handed to Administration by lecturer after marking has been completed. Administration takes care to ensure the correct mark is entered into the student management database however it is your responsibility to check your results via the Student Portal (Paradigm) to ensure correctness. Should there be any discrepancy; the mark recorded by the lecturer on a student's Assessment Marking Sheet can always be referred to. Please contact the Head of Department within 14 days if you believe there is a discrepancy.

An Interim transcript can be printed from the Paradigm portal once all unit results for the trimester have been finalised. Official transcripts will only be produced upon completion of their study and once all assessments have been tabulated.

7.3.14 Assessment Appeals

Before appealing an assessment decision, you should speak to your teacher and the Head of Department to make sure that an appeal is the appropriate action to take. Once this avenue has been exhausted and you are certain you would like to challenge the mark you will need to complete and submit to Administration the Request for Assessment Re-mark form, no later than ten (10) business days of publication of the assessment mark. Later applications will not be accepted. The Request will be forwarded to the relevant Head of Department. That Head of Department will arrange for the assessment to be re-marked by a suitably qualified person. Your grade can stand or improve.

If you are still dissatisfied with the outcome of this process you may choose to enter the internal appeal process.

You will need to complete and submit an appropriate form within ten (10) business days of after the latest relevant action or notification of a decision to Campus Administration.

Once this avenue has been exhausted, and you are certain that an appeal is reasonable; you will need to complete and submit an appropriate form within ten (10) business days of the results being posted on the student portal.

After requesting an appeal, the following will occur:

- You will be contacted by Administration and asked if you would like to discuss the issue at a meeting with the assessor and/or the Head of Department and the Campus Manager. At that meeting you can bring a support person of your choice. If you decide that you do not want to attend that meeting, then you will be informed in writing of the steps that will be taken to resolve the matter and the outcomes of the process;
- At that meeting all efforts will be made to academically resolve the matter in a way that is satisfactory to both you and AFTT;
- If the matter cannot be resolved at that meeting, then the matter will be referred to the Director of Education;
- In consultation with the student, the Director of Education will develop a process to resolve the matter;
- Students have the right to seek assistance from external mediation services if they are dissatisfied with the outcome of the internal appeal process;
- Only when the matter has been resolved will the final assessment decision be recorded on the student's personal files;
- You will be informed in writing of the appeal decision and the reason for the decision.

7.3.15 Academic Progress

Satisfactory Academic Progression:

- Student who passes every unit in any given study period

Conditional Academic Progression (CAP):

- student who fails less than 50% of study load (EFTSL) in any study period and none of the failed units have been attempted and failed previously.

Encumbered Academic Progression (EAP):

- student who fails 50% or more of a study load (EFTSL) in any study period for the first time or;
- student who fails the same unit for the second time.

7.3.15 Academic Progress (continued)

Unsatisfactory Academic Progression (UAP):

- student who fails 50% or more of a study load (EFTSL) in two consecutive study periods or;
- student who fails the same unit for the third time.

Passing a unit means:

- total of all weighted assessment tasks marks for a unit is at least 50% or;
- student has been awarded a Conceded Pass or;
- student has been awarded RPL grade.

Failing a unit means:

- total of all their weighted assessment tasks marks for a unit is less than 50% or;
- student has not been awarded a Conceded Pass or;
- student has withdrawn/suspended their course after week 8 of any study period and unit resulted in academic fail or;
- student has not submitted required assessment tasks before or on submission due date, has not applied for assessment extension and has not initiated a withdrawal or temporary course suspension process, or;
- student has been penalised for academic misconduct, and when applied, the penalty means total marks for all their weighted assessment tasks for a unit is less than 50%.

Failing a pre-requisite unit:

- If a student fails a unit that is a pre-requisite for another unit, student cannot enrol in any of those other units until they have passed the pre-requisite unit;
- On those occasions where the final grade for a pre-requisite unit has not been finalised, the Head of Department will meet with the student to determine the best course of action.

Students who are not achieving satisfactory academic progression are students who:

- failed 50% or more of study load (EFTSL) in two consecutive study periods or;
- failed the same unit three times

7.3.16 Domestic Students

Domestic students, who are deemed as not achieving satisfactory academic progression, and who have been previously offered support to aid their progression, will receive a written notice of intention to cancel their enrolment.

Unsatisfactory Academic Progression may affect your access to FEE-HELP Assistance.

7.3.17 International Students

International students who are deemed as not achieving satisfactory academic progression, and who have been previously offered support to aid their progression, will receive a written notice of intention to report their enrolment to Department of Home Affairs (DoHA) under the guidelines set down in the National Code.

International students whose application to continue studying is denied, after having exhausted all possible internal and external appeal opportunities, will have their electronic Confirmation of Enrolment letter (e-CoE) cancelled, which may also lead to cancellation of their visa.

7.4 Academic Honesty and Academic Misconduct (VET and HE)

As an AFTT 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 AFTT'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, AFTT 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, lecturer or Campus Manager.

Where allegations are upheld, the student will not pass the unit. Any claims made against a student regarding academic dishonesty will also be investigated. Where the allegations are upheld, penalties will be applied, as per the Academic Integrity Policy and relevant Procedure.

7.4.1 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

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.



08
FACILITIES.

8.1 General

- Students are always expected to use the equipment and facilities in a sensible and responsible way and behave professionally;
- There is to be no food or drink in any studio or lab at any time (bottled water with a lid only);
- You must wear appropriate footwear, protecting the entire foot;
- Please report any faults or maintenance issues that you either cause or notice.
- Students who attend practical sessions must bring the appropriate text and materials for each and every lesson (headphones etc.);
- External guests who are participating in student practical sessions will be required to comply with all AFTT rules. Without exception, no actor, artist, musician or any person other than AFTT students or staff are permitted to operate the equipment in any AFTT facility;
- Ensure that you remove all personal items after class. AFTT accepts no responsibility for lost items;
- Students are responsible for any loss or damage of equipment that may occur.

8.2 Equipment

Please remember that you are responsible as an individual for the equipment you use during any session at AFTT. Access to the equipment at AFTT is part of your studies, and we ask that you be careful and respectful around the equipment.

- All equipment bookings must be made through the Tech Store;
- You must allow a minimum of fifteen (15) minutes for CHECK IN and CHECK OUT of gear. All students must work with the Tech Team to sign in and sign out equipment;
- Students will be held responsible for the proper use and safe return of all equipment;
- Students are responsible for any loss or damage of equipment that may occur;
- For further details, please refer to the *Tech Store Declaration* and procedures which you can obtain from that department.

8.3 Labs / Computers

- Any information on the computer drives can be cleared off at any time. If you have not saved your work to a removable format it will be lost;
- AFTT accepts no responsibility for any unsaved work left on computers;
- It is your responsibility to back up your work on a removable format such as CD/DVD/USB. External Drives recommended are USB2 and Firewire interface with the minimum specifications: Interface: USB2 + Capacity: 320gig;
- No student is permitted to download from the AFTT computers without their lecturer's permission. No lecturer will give any student permission to download anything that is greater than 1Mb or does not relate directly to the work they are doing in class;
- You CANNOT use the computers to play games that are not related to your course material;
- If a lesson is in progress, YOU ARE NOT PERMITTED to interrupt the class to use the computers. Ensure that you remove all personal items after class. AFTT accepts no responsibility for lost items.
- Computers are available in the Student Lab / Production Office, and Teaching lab for email access.

8.4 Room Bookings

- Room bookings need to be made as far in advance as possible;
- Bookings can be made through Reception, or by emailing admin@aftt.edu.au;
- When your booking is complete, you must return the room to its appropriate state (stack chairs etc.);
- Ensure you remove any personal items or belongings. AFTT accepts no responsibility for lost items;
- Students are responsible for any loss or damage done to the room during their booking period.

For information on AFTT campus and facilities check out the AFTT website
<https://www.aftt.edu.au/about-us/our-facilities>



09 FINANCIALS.

Eligible domestic students may be able to apply for FEE-HELP or VET Student Loans (VSL).

Eligible domestic students may also be able to apply for Study Loans for the course offerings.

AFTT is CRICOS registered to deliver our courses to international students.

For fee information, check out AFTT website: <https://www.aftt.edu.au/admissions/domestic-students/fee-schedule>

9.1 Tuition Fees

The fee schedules for domestic and international students are available on the AFTT website, www.aftt.edu.au.

All fees are quoted in Australian dollars and are subject to change without notice. Payment may be made by direct deposit, cash, credit card or cheque made payable to the Academy of Film, Theatre and Television. Cash payments exceeding \$400.00 cannot be accepted. Please refer to the Fee and Refunds Policies located on the website.

Students pay the tuition fees by course study period (trimester/semester/ term) instalments. Students must pay their tuition fees 14 days prior to the start date of each trimester/semester/Tier or their FEE-HELP / VSL application completed*.

Refer to Fees at: <https://www.aftt.edu.au/admissions/domestic-students/policies-procedures>

Students may wish to consider accessing STUDY LOANS <https://studyloans.com.au/> to assist in paying their school fees.

International Students only return their Enrolment Form and AFTT Enrolment Acceptance Agreement, together with payment of a non-refundable \$150 Registration Fee and the Trimester 1 / Semester 1 Tuition Fees. AFTT will then produce an electronic Confirmation of Enrolment (eCoE) entry in the Government PRISMS database. Students must pay their tuition fees 14 days prior to the start date of each trimester / semester.

9.2 VET Student Loans (VSL)

AFTT offers VET Student Loan (VSL) assistance to eligible students. VET Student Loan (VSL) is a loan scheme to assist domestic students with the payment of tuition fees only. It does not cover accommodation, living expenses or other fees or expenses that a student may incur during the course. The VET Student Loan scheme will assist in covering a portion of your semester fees.

Find more information about VSL at: www.studyassist.gov.au or www.education.gov.au/vet-student-loans

Students are eligible for a VET Student Loan if they are an Australian citizen; holder of a permanent humanitarian visa residing in Australia and enrolled in an AFTT VSL approved course; or a qualifying New Zealand citizen. Non-qualifying New Zealand citizens and other permanent visa holders are not eligible for VSL and must pay the tuition fees.

If eligible for VSL, the payment options for the semester's tuition fees are:

1. Pay the tuition fees two (2) weeks prior to the semester start date;
2. Pay some of the semester's tuition fees upfront to AFTT and request a VET Student loan for the balance; or
3. Request a VET Student loan to the full entitlement

The VET Student Loan debt is repaid via the Australian Tax Office once the debtors income reaches the threshold for compulsory repayment. Note: A government 20% loan fee applies for VET Student loans accessed by students. The loan fee does not count towards the VSL limit. Students will not incur the loan fee if the students' loan is subsidised by a state or territory government.

Please note each semester's Census Dates for the course, available on the AFTT website or information is available at Reception.

The Census Date is the last day for that semester that a student can submit their Electronic Request for Commonwealth Assistance Form (eCAF) to be eligible to access a VET Student loan or withdraw from enrolment without incurring a VET Student Loan debt.

9.2 VET Student Loans (VSL) (continued)

It is the responsibility of the applicant / student that they understand the VET Student Loan conditions. More information is available from the Australian Government Study Assist website at: www.studyassist.gov.au/sites/StudyAssist/

Students wishing to apply for a VET Student Loan must indicate this on the Payment Method form. AFTT will complete an eCAF application on their behalf and an eCAF will be sent to them via the supplied email address to complete the VET Student Loan application process. Once complete, the student will receive an “eCAF Receipt”, which must be retained as proof.

Accepted forms of proof of eligibility for a VET Student Loan include; but are not limited to:

- Australian Passport
- Australian Citizenship
- Australian Birth Certificate
- Current Humanitarian Visa

The VET Student Loan Application with documented proof of eligibility must be returned no later than 14 days prior to the course start date.

Read more about VET Student Loans

<https://www.education.gov.au/vet-student-loans>

Note: The VET Student Loan Application must be submitted at least 2 business days after enrolment to allow a ‘Cooling-Off’ period.

Please note: AFTT has limited VET Student Loan placements available. Please check with AFTT’s Student Admissions or Head of Department if you require the assistance of the loan scheme.

9.3 FEE-HELP

AFTT offers FEE-HELP assistance to eligible students enrolled in our Higher Education courses.

FEE-HELP is a loan scheme to assist domestic students with the payment of tuition fees only. It does not cover accommodation, living expenses or other fees or expenses that a student may incur

during the course. The FEE-HELP scheme may assist in covering your course fees.

Find more information about FEE-HELP

<https://www.studyassist.gov.au/help-loans/fee-help>

9.4 Refund Policies

9.4.1 Domestic Students - Census Dates

AFTT conducts the domestic student refunds procedure according to the FEE-HELP and VSL Census Dates set in compliance with the *Higher Education Support Act 2003* and *Higher Education Support Amendment Acts 2011* and *VET Guidelines 2015*, as follows:

- AFTT nominates a Census Date for each ‘unit of study’ (study program) that is no earlier than 20% of the way through the program. Find the Census Dates for each course on the AFTT website;
- AFTT ensures all students are informed of the Census Dates for each unit of study program;
- AFTT ensures that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance, VET Student Loan, or VET Fee-Help balance.
- Refer to AFTT’s Policies & Procedures: <https://www.aftt.edu.au/admissions/domestic-students/policies-procedures>

9.4.2 Domestic Students - Tuition Fees Refunds

The AFTT domestic student refund policy applies to both commencing and re-enrolling students and has been determined in accordance with the FEE-HELP and VET Student Loans (VSL) Guidelines. All students must provide prior written notice of their withdrawal or deferment on the relevant form available at Reception.

Domestic students will receive tuition fees refunds as follows:

- If a student withdraws before the course start date, tuition fees will be fully refunded;
- If a student withdraws/ defers after the course start date and prior to, or on the AFTT Census Date for a semester, AFTT will repay to a student who is, or would be, entitled to FEE-HELP or VSL

assistance, any tuition fees that they may have paid for the trimester/semester. No FEE-HELP or VSL debt will be incurred;

- If a student withdraws/ defers after the AFTT Census Date, there will be no refund of that study period's tuition fees. A FEE-HELP or VSL debt will be incurred. Any tuition fees prepaid for a semester not yet commenced will be fully refunded.
- Deferment is not permitted after the Census Date. However, if special circumstances apply as outlined in the Commonwealth of Australia *Higher Education Support Act 2003*, a student who has withdrawn from the course after the Census Date may apply to the Campus Manager to have their tuition fees refunded or their FEE-HELP or VSL balance re-credited.

9.4.3 International Students – Tuition Fees Refunds

The refund of fees for international students applies to both commencing and existing students. Tuition fee refunds will only be granted in accordance with the Refund Policy set out below. It has been determined in accordance with the *Education Services for Overseas Students Act 2000 (ESOS Act)* and the *Education Services for Overseas Student Act 2000 - Regulations (ESOS Regulations)*.

Refer to the Australian Government's ESOS Framework at:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Refund Policy Conditions and Processes

- AFTT reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enroll in a similar course at AFTT, all fees will be refunded;
- Where a visa has not been received in time to start the course, the student must contact AFTT in writing and they will be offered another starting date without charge.

Full Fee Refund

AFTT will make a full refund of course fees paid in the following circumstances:

- Application for a student visa is unsuccessful. In this case AFTT reserves the right to retain the \$150 Registration Fee.
- A refund request in writing and proof of visa refusal from the Australian Government must be sent to AFTT upon visa refusal. In this case, a full refund of course tuition fees will be made within 28 days;
- If for any reason AFTT is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed, a full refund of course tuition fees paid will be made in accordance with the refund requirements of the ESOS Act 2000.

Partial Fee Refund

AFTT will make a partial refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received more than 10 weeks before commencement of the course, all fees are refundable, less the \$150 Registration Fee;
- If written notice of withdrawal is received between four and ten weeks before commencement of the course, 70% of fees will be refunded, less the \$150 Registration Fee;
- If written notice of withdrawal is received less than four weeks before commencement of the course, 40% of fees will be refunded, less the \$150 Registration Fee.

No Fee Refund

AFTT will make no refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received from a student after commencement of the course, no refund will be applicable;
- Refunds for any monies received by AFTT on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective company's refund policies;

9.4.3 International Students – Tuition Fees Refunds (continued)

No Fee Refund (continued)

- In the event that an extension to your student visa is not granted and the course has commenced, a refund will not be issued if written notice is received after commencement date;
- In the event that the student seeks and is granted approval by AFTT to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted;
- In the event that your enrolment is cancelled because of infringement with the AFTT Code of Conduct or policies or a breach of student visa conditions, no refund of any course fees paid in advance will be granted.

9.5 Incidental Costs

If you lose your AFTT Student ID, you will be charged a \$10 fee for a replacement card.

Course resources are provided to students and further reference materials are available free through the AFTT Library. A student may choose to purchase one or more of the key textbooks to assist their class learning from a commercial supplier at their own expense.

After graduation, the cost of re-issuing your qualification Testamur/Record of Results or Statement of Attainment for partial completion of the course, will be \$25 and can take up to 21 days to process.





10 STUDENT SUPPORT.

AFTT IS COMMITTED TO PROVIDING ACADEMIC AND PASTORAL SUPPORT AND ASSISTANCE TO ALL STUDENTS.

10.1 What to expect on day one

Our Heads of Department organise the orientation to AFTT on the first day to welcome all new students, answer any questions and give information about:

- Living in Sydney - overview including accommodation, finances and study;
- Requirements to obtain the qualification;
- Course timetable and course content;
- Qualifications issued on successful completion of the course;
- Assessment process;
- The grievances (complaints and appeals) procedures for how students can appeal if they don't agree with an assessment outcome;
- How students can complain if they are not satisfied with any part of the course or treatment;
- Learner support services, including extra help with your learning;
- Emergency evacuation procedures;
- Emergency services;
- First Aid facilities and medical services;
- Legal Services;
- WHS (Workplace Health & Safety) – AFTT duty of care and student responsibilities;
- Students' obligations, rights and responsibilities, including the 80% attendance requirement and assessment time management.

10.2 Learner Support

The Academic Team at AFTT adopt a range of strategies to assist students with their learning. These include, but are not limited to:

- Pre-training technical terminology;
- Demonstrating skills techniques;

- Providing opportunities for 'hands-on' experience and practice;
- Ensuring individual support, advice and feedback to students;
- Arranging for students to undertake one-on-one consultations with industry professionals;
- Encouraging students to work at their own pace;
- Where necessary inviting students to record training sessions on audiotape; and
- Providing written learning material and illustrations to reinforce the learning.

10.3 Attendance and Progression Requirements

For successful Tier progression and course completion, you must maintain an 80% attendance rate and achieve a satisfactory result for every assessment task listed in the *Tier Assessment Plan*. For more information, refer to "4.4 Code of Conduct" and *Policy #02.15 Academic Progression*.

10.4 Monitoring and Intervention Strategies

Daily attendance is recorded, monitored and addressed through Attendance Alert Notices and Professional Conduct Meetings with the Head of Student Services & Admin or Head of Department. Students must maintain an 80% attendance rate for every subject per trimester / semester (Tier) to complete the Tier successfully, in addition to obtaining a satisfactory result in all Tier assessments, including the production.

Class absence is often an indicator that the student is suffering some learning or personal difficulty or issue. In such cases, AFTT is keen to support the individual by implementing a mutually agreed intervention strategy and monitoring its progress until the student regains the 80% attendance mark and is working confidently.

The AFTT Academic Team will also identify students at risk of not making satisfactory course progress and work with the Head of Department, Head of Student Services and Admin and/or Counsellor to implement a relevant strategy to assist these students.

- 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 are designed to help advance students in their enrolment and provide them with a supportive learning environment to ensure academic success

All of AFTT's staff are available to discuss and support students with any concerns that may arise during the period of study with us.

10.5 Support Mechanisms

10.5.1 Communication

AFTT recognises the physical, emotional and financial demands that training in the creative arts entails.

Full time students not only experience the challenge of living on a strict budget, and perhaps away from familiar support networks, but also manage the demands of a journey of self-discovery and personal exploration.

For these reasons, ongoing communication with staff and fellow students is vital.

Students are encouraged to communicate freely with the AFTT Team (Academic & Admin) regarding progress and any difficulties that may be experienced in relation to the work. The Academic Teams' time, however, is limited, so please pre-arrange these meetings where possible.

Each course falls under the Head of Department who is available to discuss general issues or concerns relating to the course as a whole. The Head of Department is usually available at specified times each week if a student wishes to discuss concerns about course progress or issues to do with group inter-relationships.

If you wish to speak to someone other than the Head of Department, see the Student Support services team at the Front Desk.

Problems should be discussed as soon as they arise and not left to develop into major difficulties. Where

any concern exists, it is expected that students will initiate discussions with the appropriate staff. It is important however, that wherever possible, these discussions take place outside class time.

10.5.2 Literacy and Numeracy (LLN)

Students have access to LLN support services provided by AFTT and through JMC Academy. If students require language learning or numeracy support, they are encouraged to speak with their Academic Team member who will organise for one-on-one assistance with reading, writing and/or numeracy skills.

Students are encouraged to speak to their Academic Team or Head of Department if additional support is required with studies.

Students with learning difficulties beyond our areas of expertise may be referred to an external specialist agency, for instance for English language or numeracy support. This external service may incur an additional charge to the student.

10.5.3 Counselling

A counselling service is also provided at AFTT. Our Counsellor is on campus one day per week and available through the JMC Academy campus at Ultimo twice per week, and also available via zoom.

For privacy and confidentiality, counseling appointments are booked directly with the counsellor, Rochelle Whatman, by emailing rwhatman@jmc.edu.au

For further information about AFTT's support services, check out: <https://www.aftt.edu.au/admissions/domestic-students/policies-procedures>

10.5.4 Academy Communication

All students must regularly check their emails for any timetable changes or information.

Regular updates of Academy and industry news and information are posted on Facebook and emailed to all students. The noticeboard in the student kitchen and main hallway are also used for announcements.

Students should also keep in regular contact with their Tier SRC representative who offers a two-way channel of communication with staff.

10.5.5 Student Representative Council (SRC)

Each trimester/semester, students nominate one or more students from each Tier to sit on the Student Representative Council (SRC) as their spokesperson/s. The SRC meets twice a term with staff delegates for a frank, open discussion on feedback and ideas and suggestions for improvements.

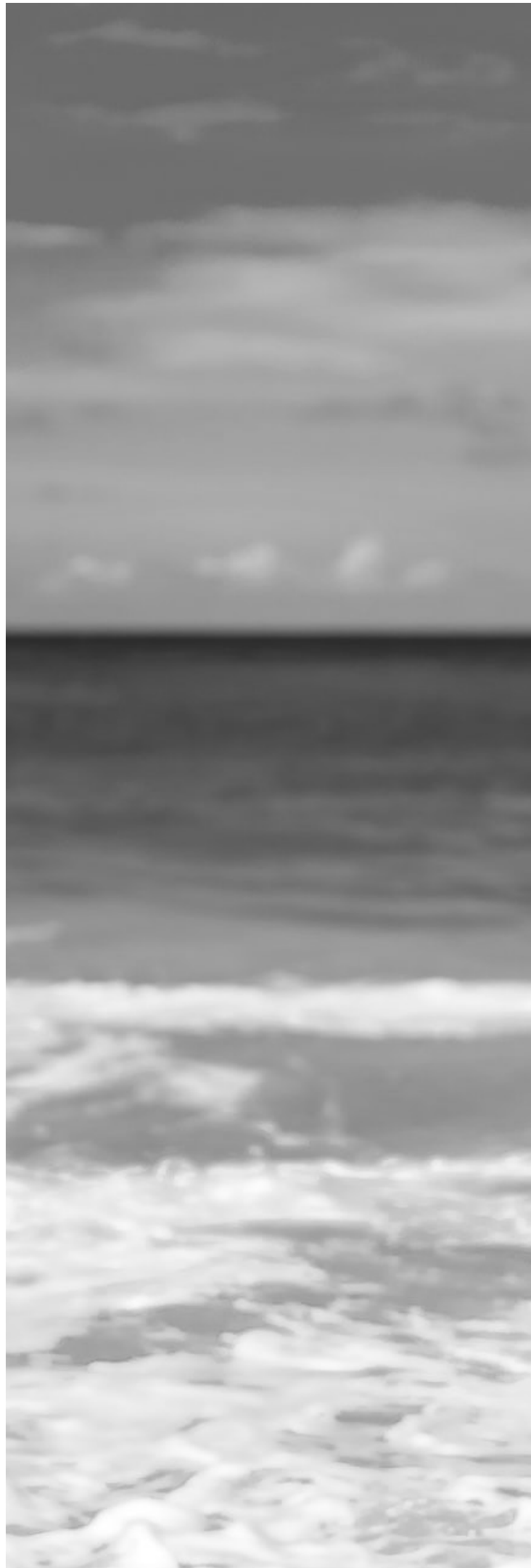
AFTT encourages students to become involved in the SRC as it is a valuable two-way communication channel, providing an official voice for student opinion.

10.5.6 Student Access

All students are required to sign in and out on the attendance registers located at reception on arrival and departure of the school for workplace health and safety reasons.

School access can be gained Monday to Friday 8.30am until 5pm via Holt Street.

Elizabeth Street access is available Monday to Friday 5pm until 9pm, and Saturdays 9am until 5pm.





11 INTERNATIONAL STUDENTS.

11.1 International Services Division

AFTT International Services is provided by JMC Academy and located at:
171 Bank Street, South Melbourne VIC 3205
e: international@aftt.edu.au
ph: +61 3 9624 2929

11.2 Department of Home Affairs

w: www.homeaffairs.gov.au
ph: 131 881

11.3 Consulates

Please contact the International Department for the address and contact number for your Consulate General, or use www.whitepages.com.au

11.4 Overseas Student Health Cover

All international students are required by law to maintain adequate health cover during their time in Australia. AFTT 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.

11.5 Overseas Student Ombudsman

Students are encouraged to utilise AFTT's complaints and appeals procedure in the event of an issue with AFTT's services, staff or other matter. To engage mediation services outside of AFTT, 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.

11.6 Arriving on Campus

Prior to classes commencing, all students must present the following to Administration, or Student Admissions:

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

11.7 International Student Support

AFTT offers internal and external student support services including;

- On-campus orientation;
- Academic support staff;
- On-campus counsellor;
- Regular update meetings with the Head of Student Services & Admin;
- On-going support from the International Services division;
- On-campus English language support;
- Off-campus support through a network of English language colleges where more intensive help is required.

11.8 Accommodation

Accommodation is not available on campus at AFTT; 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. Students may stay in student accommodation, shared accommodation, hostels or homestays.

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.

11.9 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 AFTT of your new address within seven days of the change. AFTT 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 Administration to notify AFTT of any changes to your contact details.

11.10 Personal Safety and 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 if 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 own 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 jewelry, electronic equipment such as iPads and your passport;
- Don't carry large amounts of money with you. You can access your money at ATM's found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places;
- Call triple-zero - 000 - in the event of an emergency: remember, calls to triple zero (000) are free of charge.

11.10 Personal Safety and Security (continued)

Bikes and Cars

- When riding a bicycle, you must always wear a helmet – that is the law in Australia;
- Make sure you have good reflective gear for your bicycle so that motorists can see you in the dark;
- You must wear a seatbelt when you travel in a car (driver and passengers) – that is the law in Australia;
- If you purchase a car, make sure the vehicle has a 'road-worthy' certificate and be sure to register it with the local traffic authority and purchase car insurance: <https://www.rms.nsw.gov.au/roads/registration/>

At the Beach

Australia has some beautiful beaches, but the water is not always safe to swim in. If you don't see lifeguards on duty at a beach, then DON'T SWIM. If you do see lifeguards, they will usually have 2 flags set up on the beach. ONLY swim between the flags. If unsure, talk to them. They are there to help!

Seeking help

- In the event of an emergency requiring medical, police or fire brigade attention, please dial 000 (triple zero) There is no cost to call.
- If an incident happens on campus, please contact Admin (ph. (02) 9281 2400; email admin@aftt.edu.au & international@jmc.edu.au) or the Campus Manager for assistance. You can be assured that the matter will be taken seriously, and your confidentiality will be protected.
- If you have an ongoing issue that affects your wellbeing and your studies, please contact the International Support Officer.

11.11 Travel Concession

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/>

11.12 Work

The student visa allows students to work up to 40 hours per fortnight during the tri-semester. However, AFTT 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.

11.13 Transferring to another Institution

International students may transfer to another institution after their first six months of study at AFTT. A request to transfer can be processed any time after that initial 26-week period by lodging a Student (Admin) Request form.

Students who wish to transfer to another institution before completing six months at AFTT must also submit a request to transfer, and they must provide a Letter of Offer from the receiving institution. If approved, release will be provided. There is no fee for this service.

The International Services Division will then make an adjustment to the student's COE. Students should ensure that a COE from the new provider has been issued as the transfer may affect their visa status.

11.14 Tuition Refunds

AFTT reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enrol in a similar course at AFTT fees will be refunded.

Where a visa has not been received in time to start the course, the student must contact AFTT in writing and they will be offered another starting date without charge.

Refund of fees will only be granted in accordance with the refund policy which can be found in your Enrolment Acceptance Agreement.

11.15 Deferral of an Enrolment (International Students)

Deferral of an enrolment means temporary postponement in the commencement of a course. Deferral may be initiated by a student or AFTT. International students may apply for deferral of a course for a maximum of one (1) tri-semester.

International students may defer commencement of a course only in the following limited circumstances:

- If the student has already been issued a student visa, they may only defer commencement on the grounds of compassionate or compelling circumstances (at the discretion of AFTT);
- Student visa delay.

In the first instance above, international students must provide sufficient evidence to demonstrate that due to circumstances beyond their control they are unable to commence study at this point. Compassionate or compelling circumstances will be considered if they are deemed out of the student's control, they can be supported with documentary evidence, and it is clear that it will impact on the student's ability to study.

Although this is not an exhaustive list, and other circumstances may be considered at AFTT's discretion, the following are common examples of compelling and compassionate circumstances:

- Serious illness or injury of the student or a family member, evidenced by a medical certificate from a registered health professional that verifies the condition;
- Permanent or temporary disability, evidenced by documentation issued by a registered health professional;
- Bereavement of close family members such as parents, grandparents, siblings, spouse or child, evidenced by a certified death certificate;
- Major political upheaval or natural disaster in their home country, evidenced, for example, by credible media reports;
- A traumatic experience which could include involvement in or witnessing of a serious accident; witnessing or being the victim of a crime, which could be evidenced by police or psychologist's reports

Deferral Process

Students who believe they are eligible for a deferral of their commencement in accordance with the guidelines above should submit an Application for Deferral of the Commencement of a Course Form directly to International Services or Campus Administration. Application for deferral must be submitted before the course commencement date. Students should submit supporting documents (e.g. medical certificate, police report etc.) with their application form.

The application will be considered by the Director of International Services in consultation with the relevant Head of Department and Campus Manager, who will approve or reject the application typically within 2-3 business days of receipt.

If the deferral is approved and it affects the end date on the Confirmation of Enrolment (CoE) document, the student will receive a new Confirmation of Enrolment (CoE) letter and have a new agreement written to reflect the applicable changes.

International students whose request for deferral is not approved will be required to attend their scheduled classes and complete their assessment tasks. Student will be notified accordingly and may enter an appeal process within twenty (20) business days from the receipt of the notification letter.



12 - 17
**POLICIES,
PROCEDURES,
AND OTHER
IMPORTANT
INFORMATION.**

Please ensure

you read, understand and comply with all the AFTT Policies and Procedures listed on the website, www.aftt.edu.au.

12.1 Complaints and Appeals

Refer to *AFTT Policy 6.01 Complaints and Appeals*. The policy can be found on AFTT's website: <https://www.aftt.edu.au/admissions/domestic-students/policies-and-procedures>

The purpose of the *Student Complaints and Appeals* policy is to ensure that complaints and appeals at AFTT are recorded, acknowledged and dealt with fairly, efficiently and effectively.

The *Student Complaints and Appeals Policy*, and its associated procedures, cover any aspect of a student's experience at AFTT. It covers, but is not limited to, student complaints and appeals about their experience, dissatisfaction or concern with:

- The application and enrolment processes;
- Interactions with AFTT team members or other students;
- The provision and quality of AFTT courses offered;
- Administration matters and student support;
- Assessment and progression;
- Dealing with AFTT's international education agents;
- Dealing with any AFTT related party where an arrangement exists to deliver the course or related services;
- The administration by AFTT of the FEE-HELP or VET Student Loan scheme.

The policy and its procedures have been constructed in accordance with the principles of procedural fairness and in accordance with any legislative or regulatory requirements

The policy includes:

- Complaints both informal and formal;
- Appeals - both Internal and External.

The internal and external aspects of the complaints and appeals policy ensures that students have access to a clear and fair process for lodging, discussing, managing and resolving complaints and appeals.

Students must be informed in writing of the availability of AFTT's complaints and appeals policy and procedures during the enrolment process. The information is made available on AFTT's website and student handbook for student access.

AFTT will receive student complaints or appeals concerning any decision, action or situation relating to or arising from the operations of AFTT and will carefully and respectfully consider all complaints and appeals in a fair and judicious manner.

Despite all efforts of AFTT to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution.

In all cases, the following points are to be followed:

- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept;
- each complainant or appellant has an opportunity to formally present their case;
- each party may be accompanied and assisted by a support person at any relevant meetings;
- the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome;
- the process commences within ten (10) working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable;
- If a complainant is unhappy with the outcome of the AFTT process, they will be advised of their right to appeal or access an independent complaints and appeals body such as The Overseas Students Ombudsman, ASQA or TEQSA; and
- there are no costs to the student associated with lodging a complaint or appeal.

12.1 Complaints and Appeals (continued)

All complaints and appeals are treated with strict confidentiality.

All documents are kept in the Complaints and Appeals register. Access to documents retained in this register are able to be accessed by persons associated with the complaint or appeal but is otherwise regarded as confidential and private.

12.2 Deferring, Suspending and Cancelling Enrolment

12.2.1 Deferral

Deferment of an enrolment means temporary postponement in the commencement of a course. Deferral may be initiated by a student or AFTT. For more information in regard to deferral of an international student enrolment please refer to the International Student section.

12.2.2 Suspension

Suspension of an enrolment means placing student's enrolment temporarily on hold due to serious academic or non-academic misconduct. Students suspended due to misconduct are responsible for submitting assessment tasks in order to pass any unit of study they are enrolled in. Suspension due to misconduct is initiated by AFTT. Temporary suspension of an enrolment might also be initiated by a student where compelling or compassionate circumstances exist.

12.2.3 Cancellation

Cancellation of an enrolment is permanent cessation of student's enrolment that may occur upon student's request (withdrawal) or may be initiated by AFTT (termination). A student whose enrolment has been cancelled is no longer an AFTT student and therefore cannot attend classes, submit assessment tasks or attend AFTT events as an AFTT student. A student who has had their enrolment cancelled will receive a transcript of all units studied up to the date of cancellation, including results attained.

13. Legislative and Regulatory Requirements

AFTT is bound by and operates within the following legislative and regulatory requirements:

- Anti-Discrimination Act 1977
http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/
- Child Protection (Prohibited Employment) Act 1998: http://www.austlii.edu.au/au/legis/nsw/consol_act/caypapa1998442/
- Copyright Act 1968: http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/
- Education Services for Overseas Students (Registration of Providers and Financial Regulations) Act 2000: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- Higher Education Standards Framework (Threshold Standards) 2015: <https://www.legislation.gov.au/Details/F2015L01639>
- Higher Education Support Act 2003
<https://www.legislation.gov.au/Details/C2020C00197>
- National Vocational Education and Training Regulator Act 2011: <https://www.legislation.gov.au/Details/C2017C00245>
- NSW Work Health and Safety:
<http://www.safework.nsw.gov.au/law-and-policy/legislation-and-codes/work-health-and-safety-legislation>
<https://www.legislation.nsw.gov.au/#/view/regulation/2017/404/full>
- Privacy Act 1988: <http://www.comlaw.gov.au/ComLaw/Management.nsf/current/>

14. Important Information and Emergency Contacts

Main contact details	Academy of Film, Theatre & Television 41 Holt Street Surry Hills NSW 2010 T: +61 2 9281 2400 F: +61 2 9211 1000 E: info@aftt.edu.au W: www.aftt.edu.au
Police, Fire, Ambulance EMERGENCY ONLY	000
Campus Manager	Ms. Samantha McLean T: 02 9281 2400 E: smclean@aftt.edu.au
Head of Acting Head of Film Course Supervisor, Theatre Production	Glen Hamilton: ghamilton@aftt.edu.au Woody Naismith: wnaismith@aftt.edu.au Simeon Lewis: slewis1@aftt.edu.au
Surry Hills Police Station	Surry Hills Police Local Area Command 151 – 241 Goulburn Street, Surry Hills 2010 W: www.police.nsw.gov.au T: 02 9265 4144
St Vincent's Hospital	390 Victoria Street, Darlinghurst 2010 W: https://www.svhs.org.au/ T: 02 8382 1111
Royal Prince Alfred Hospital	50 Missenden Road, Camperdown, NSW 2050 W: http://www.sswahs.nsw.gov.au/rpa/ T: 02 9515 6111
Medical Centre	Surry Hills Medical Centre 573 Crown Street, Surry Hills NSW 2010 W: www.shfmc.com.au/index.php T: 02 9699 3311
Post Office	Australia Post Shop Haymarket Sydney Central Bldg. 477 Pitt Street, Sydney 2000 W: http://auspost.com.au T: 13 13 18
Department of Immigration and Border Patrol (DIBP)	Sydney CBD office Ground Floor, 26 Lee Street Counter hours: 9am – 4pm Mon – Fri W: www.immi.gov.au T: 131 881
Law Access	W: www.legalaid.nsw.gov.au T: 1300 888 529
Public Transport	W: http://www.transportnsw.info/ T: 131 500
NSW Fair Trading (consumer rights)	W: http://www.fairtrading.nsw.gov.au/ T: 13 32 20 or (61 2) 9895 0111
Student Accommodation (Some options)	www.semesterinaustralia.com http://homestaynetwork.com.au/ http://www.ozhomestay.com.au/ http://urbanest.com.au/locations/sydney https://unilodge.com.au/city/sydney/

15. External Services | Help and Advice

Salvo Crisis Line (Suicide Prevention) Ph: 1300 363622	Lifeline Ph: 131114 www.lifeline.org.au	24-Hour Mental Health Line Ph: 1800 011 511
Anxiety Disorders Information Line Ph: 1300 794 992	Reach out.com Online mental health organisation https://about.au.reachout.com/	Inter City Legal Centre 50-52 Darlinghurst Rd Kings Cross NSW 2011 Ph: 9332 1966
Counselling Online Free 24/7 confidential service for people using drugs, their family members and friends. Professional drug and alcohol counselling www.counsellingonline.org.au Ph: 1800 422 599	Beyond Blue Beyond blue works to reduce the impact of depression and anxiety in the community by raising awareness and understanding, empowering people to seek help, and supporting recovery, management and resilience. Ph: 1300 22 4636 https://www.beyondblue.org.au	Wesley Credit-line Financial Counselling Service Level 7, 133 Castlereagh St, Sydney Ph: 9263 5577 Ph: 9114 5683
Way Ahead Directory https://directory.wayahead.org.au/ Ph: 1300 794 991 Ph: 02 9339 600 E: directory@wayahead.org.au	Gambling Helpline Confidential free service to help overcome gambling problems Ph: 1800 858 858	Financial Counsellors' Association of NSW Ph: 1300 914 408 Credit & Debt Hotline 1800 808 488 www.fcan.com.au

Sexual Health and Services

Satellite Sexual Health Youth Clinic (free clinic)

Ph: 9388 9455

The Junction, Tiffany Plaza, 422 Oxford St, Bondi Junction (above the bus/rail interchange)

Sydney Sexual Health Centre

operates this free, confidential clinic located in Bondi Junction for young people under 25 (no Medicare card required). The Satellite Clinic provides a range of sexual health help including: STI and pregnancy testing; contraception; Hepatitis B vaccination; relationship and sexuality advice. <http://www.sshc.org.au/>

Sexual Harassment

What should I do?: <http://www.awdr.com.au/sexual-harassment/>

Eastern & Central Sexual Assault Service

Ground Floor, King George V Building, Royal Prince Alfred Hospital, Missenden Road, Camperdown
Ph: 9515 9040

15. External Services | Help and Advice (continued)

Anxiety

Anxiety and Stress Management Service of Australia

Offer professional Individual and Group Recovery Programs based on personal experience and empirical evidence, designed to assist you to live the life you choose, free from fear, anxiety and panic.

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

Anxiety Treatment Australia

Provides information about anxiety disorders, the treatment options, psychologists around Australia who treat anxiety disorders, group therapy & workshops, support groups, articles, resources and links to other sites.

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

EFT Downunder

Provides information about Emotional Freedom Techniques (or EFT); an emotional healing technique.

<http://www.eftdownunder.com/>

Reconnexion

Provides a specialist counselling treatment service for people with anxiety disorders and depression

<http://www.reconnexion.org.au/>

SANE

Phone 1800 18 SANE for crisis help during business hours. Website also provides an online helpline, fact sheets and some translated material

<https://www.sane.org/>

Shyness and Social Anxiety Treatment Australia

Provides information about social anxiety, the treatment options, psychologists around Australia who treat social anxiety, group therapy and workshops, support groups, articles, resources and links to other sites

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

Anger Management

APS: Anger Tip Sheet

Tip sheet for understanding and managing anger, provided by the Australian Psychological Society.

http://www.psychology.org.au/publications/tip_sheets/anger/

Other Depression Services and Resources

APS: Depression Tip Sheet

Tip Sheet for understanding and managing Depression, provided by the Australian Psychological Society.

http://www.psychology.org.au/publications/tip_sheets/depression/

Beyond Blue

Information about depression and how to find help:

<https://www.beyondblue.org.au/>

depressionNet

Information, help and support for people living with depression, including family and friends. Provides detailed information about depression and its treatment, as well as an interactive message board and chat facility, where you can speak with others who have experienced depression: <http://depressionnet.org.au/>

Lifeline

Phone 13 11 14. Access to suicide prevention treatment services and training. Note: counselling is not available through the Lifeline website

<https://www.lifeline.org.au/>

Reconnexion

Specialist Mental Health service providing psychosocial rehabilitation services to people with psychiatric disability. <http://www.reconnexion.org.au/>

SANE Australia

Phone 1800 18 7263 for crisis help during business hours. Website also provides an online helpline, fact sheets and some translated material: <https://www.sane.org/>

15. External Services | Help and Advice (continued)

Other Self-Harm Services and Resources

Warning: These sites may contain potentially triggering material. Please keep yourself safe when browsing the websites listed below.

Lifeline

Phone 13 11 14. Access to suicide prevention treatment services and training. Note: counselling is not available through the Lifeline website

<https://www.lifeline.org.au/>

SANE Australia

Phone 1800 18 SANE for crisis help during business hours. Website also provides an online helpline, fact sheets and some translated material.

<https://www.sane.org/>

Other Stress Management Services and Resources

Virtual Pamphlet Collection

A collection of virtual pamphlets on many common student difficulties, including various mental health conditions as well as study tip sheets. Collated by the University of Chicago:

<https://wellness.uchicago.edu/about/>

Other Suicide Prevention Services and Resources

*If you are currently experiencing suicidal thoughts please contact **Lifeline 13 11 14** or your local hospital, the website resources below are **not** intended for crisis support.*

Lifeline

Phone 13 11 14. Access to suicide prevention treatment services and training. Note: counselling is not available through the Lifeline website.

<https://www.lifeline.org.au/>

SANE Australia

Phone 1800 18 SANE for crisis help during business hours. Website also provides an online helpline, fact sheets and some translated material

<https://www.sane.org/>

Suicide Prevention Australia

A non-profit, non-government organisation working as a public health advocate in suicide prevention:

<http://suicidepreventionaust.org/>

Survivors of Suicide

A dedicated web site to help those who have lost a loved one to suicide resolve their grief and pain in their own personal way.

<http://www.survivorsofsuicide.com/>

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16. Banks

Major Banks provide access to financial advisers. Most banks are generally open from Monday to Thursday from 9.30am to 4.00pm and Friday from 9.30am to 5.00pm (except public holidays). For more detail please check with individual bank websites.

ANZ Ph: 13 1314 www.anz.com.au	Commonwealth Bank of Australia Ph: 13 2221 www.commbank.com.au	National Australia Bank Ph: 13 2265 www.national.com.au
Suncorp Ph: 13 1155 www.suncorp.com.au	Westpac Ph: 13 2032 www.westpac.com.au	St George Ph: 13 3330 www.stgeorge.com.au

17. Overseas Student Services

Immigration Department of Immigration & Border Protection Ph: 131 881 (if in Australia) See www.immi.gov.au – for country contacts	Translation & Interpreting Services Department of Immigration & Border Protection Ph: 13 14 50 W: https://www.tisnational.gov.au/	Redfern Legal Centre Ph: 9698 7645 https://rlc.org.au/ Or Legal Aid NSW Ph: 8005 4887 https://www.legalaid.nsw.gov.au/
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FEARLESS.



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