# contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEO’s Welcome</td>
<td>1</td>
</tr>
<tr>
<td>2016 Principal Dates</td>
<td>2</td>
</tr>
<tr>
<td>Vision &amp; Guiding Principles</td>
<td>3</td>
</tr>
<tr>
<td>Student Code of Conduct</td>
<td>4</td>
</tr>
<tr>
<td>Teaching at AFTRS</td>
<td>5</td>
</tr>
<tr>
<td><strong>ACADEMIC RULES</strong></td>
<td></td>
</tr>
<tr>
<td>1. Enrolment</td>
<td>6</td>
</tr>
<tr>
<td>2. Orientation</td>
<td>6</td>
</tr>
<tr>
<td>3. Attendance</td>
<td>6</td>
</tr>
<tr>
<td>3.1 Extended Absences from your Course</td>
<td>7</td>
</tr>
<tr>
<td>4. Communication</td>
<td>7</td>
</tr>
<tr>
<td>5. Academic Progression</td>
<td>7</td>
</tr>
<tr>
<td>5.1 Non-submission of Work</td>
<td>7</td>
</tr>
<tr>
<td>5.2 Failing a Subject</td>
<td>7</td>
</tr>
<tr>
<td>6. Assessment</td>
<td>8</td>
</tr>
<tr>
<td>6.1 Submission of Assignments</td>
<td>8</td>
</tr>
<tr>
<td>6.2 Marking Scheme</td>
<td>8</td>
</tr>
<tr>
<td>6.3 Extension Requests</td>
<td>9</td>
</tr>
<tr>
<td>6.4 Late Submission of Assignments</td>
<td>9</td>
</tr>
<tr>
<td>6.5 Grade Point Average</td>
<td>9</td>
</tr>
<tr>
<td>7. At Risk and Show Cause</td>
<td>9</td>
</tr>
<tr>
<td>8. Academic Appeals</td>
<td>10</td>
</tr>
<tr>
<td>8.1 Initial Investigation of Appeal</td>
<td>10</td>
</tr>
<tr>
<td>8.2 Academic Appeals Committee</td>
<td>10</td>
</tr>
<tr>
<td>9. Exclusion</td>
<td>11</td>
</tr>
<tr>
<td>10. Academic Integrity</td>
<td>11</td>
</tr>
<tr>
<td>11. Misconduct</td>
<td>12</td>
</tr>
<tr>
<td>11.1 Misconduct Investigation</td>
<td>12</td>
</tr>
<tr>
<td>11.2 Misconduct Appeals</td>
<td>13</td>
</tr>
<tr>
<td>11.3 Misconduct Outcomes</td>
<td>13</td>
</tr>
<tr>
<td>12. Plagiarism</td>
<td>13</td>
</tr>
<tr>
<td>12.1 Suspcion of Plagiarism</td>
<td>14</td>
</tr>
<tr>
<td>12.2 Penalties</td>
<td>14</td>
</tr>
<tr>
<td>13. Transition Arrangements 2015-2018 for Foundation Diploma Graduates</td>
<td>15</td>
</tr>
<tr>
<td>13.1 Degree and Sub-Degree Program: Application and Enrolment</td>
<td>15</td>
</tr>
<tr>
<td>13.2 Credit Granted</td>
<td>15</td>
</tr>
<tr>
<td>14. Tuition Assurance Exemption</td>
<td>15</td>
</tr>
<tr>
<td><strong>COMPLETION OF STUDIES RULES</strong></td>
<td></td>
</tr>
<tr>
<td>15. Withdrawal</td>
<td>16</td>
</tr>
<tr>
<td>16. Special Consideration</td>
<td>16</td>
</tr>
<tr>
<td>17. Leave of Absence</td>
<td>16</td>
</tr>
<tr>
<td>17.1 Degree Program</td>
<td>16</td>
</tr>
<tr>
<td>17.2 Sub-Degree Program</td>
<td>17</td>
</tr>
<tr>
<td>18. Exit Requirements</td>
<td>17</td>
</tr>
<tr>
<td><strong>MANAGING YOUR COURSE</strong></td>
<td></td>
</tr>
<tr>
<td>19. Census Dates 2016</td>
<td>18</td>
</tr>
<tr>
<td>19.1 Semester 1</td>
<td>18</td>
</tr>
<tr>
<td>19.2 Semester 2</td>
<td>19</td>
</tr>
<tr>
<td>20. Payment of Fees</td>
<td>19</td>
</tr>
</tbody>
</table>
21. FEE–HELP
22. Re-Crediting FEE–HELP Balances or Refunding Upfront Payments:
   Policy and Procedures
   22.1 Withdrawing Before Earliest Census Date
   22.2 Withdrawing After Earliest Census Date
   22.3 Application for Refund or Credit

PERSONAL DETAILS
23. Student ID Cards
24. Network Account
25. Student Records
26. Privacy
27. Student Centre

CONCERNS & COMPLAINTS
28. Student Complaint Policy & Procedure
   28.1 Purpose
   28.2 General Principles
   28.3 Exclusions to this Policy
   28.4 Procedures for Lodging a Complaint
   28.5 Stage 1: Informal Procedure for Resolution of a Complaint
   28.6 Stage 2: Formal Procedure for Resolution of a Complaint
   28.7 Stage 3: External Procedures for Resolution of a Complaint
   28.8 Documents
   28.9 Record Keeping
   28.10 Communication Regarding these Procedures

ACADEMIC POLICIES
29. Student Policies
30. Copyright
   30.1 What is copyright?
   30.2 Using Copyright Material in your Work
   30.3 AFTRS Copyright Policy for Student Work
   30.4 Distribution
31. Student Access to Equipment: Course Related Practice
CEO’S WELCOME

With all the staff, I would like to congratulate you in your successful application and becoming part of the AFTRS story.

At the Australian Film, Television and Radio School we passionately believe in developing the creative potential of individuals and the benefit that can have on our society, culture and economy.

AFTRS has supported and developed creative talent for the Australian screen and broadcast industries since it was established by Government in 1972. Its purpose remains the same: to develop the future talent of the screen and broadcast industry and in doing so help define Australian culture and grow the industry it was set up to serve.

Our School is an exciting and dynamic place to learn, to be challenged and to grow. Throughout the year you will experience an environment that places the highest value on the exploration of new ideas, an environment that encourages you to take creative risks and learn through practice based education. Your teachers are highly experienced industry practitioners and your fellow students share your creative aspirations and dreams. You will learn, collaborate and network with each other, and build professional relationships, which will continue into the future.

AFTRS’ close relationship with industry provides you with great creative opportunities and experiences. Through its collaboration with industry organisations and associations, the School provides you with unique opportunities to directly connect with industry through internships, attachments and mentoring relationships.

At the School we also have the privilege of learning and working in a building that provides ample spaces for meeting, learning, creating and collaborating as well as housing resources that can help bring your ideas to life.

I urge you to take advantage of these opportunities and use your time here to explore, experiment and enjoy the thrill of creativity and collaboration as you continue your journey towards becoming Australia’s next generation of storytellers.

Neil Peplow
Chief Executive Officer
## PRINCIPAL DATES

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1 Classes Commence (all courses except Master of Screen Arts [MSA])</td>
<td>Monday 29 February</td>
</tr>
<tr>
<td>Semester 1 Classes Commence for MSA</td>
<td>Monday 14 March</td>
</tr>
<tr>
<td>Semester 1 Census Dates</td>
<td>Dates vary, see Section 15</td>
</tr>
<tr>
<td>Easter Holidays</td>
<td>Friday 25 to Monday 28 March</td>
</tr>
<tr>
<td>Anzac Day</td>
<td>Monday 25 April</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>Monday 13 June</td>
</tr>
<tr>
<td>End of Semester 1</td>
<td>Sunday 19 June</td>
</tr>
<tr>
<td>Exit Clearances for Students</td>
<td>Sunday 26 June</td>
</tr>
<tr>
<td>End of Semester 1 for MSA</td>
<td>Sunday 3 July</td>
</tr>
<tr>
<td>Final Date for Access to Email and Moodle</td>
<td>Sunday 24 July</td>
</tr>
<tr>
<td>ALL COURSES (EXCEPT MSA): MID YEAR BREAK</td>
<td>Monday 20 June to Sunday 17 July</td>
</tr>
<tr>
<td>MSA: MID YEAR BREAK</td>
<td>Monday 4 to Sunday 31 July</td>
</tr>
<tr>
<td>Semester 2 Classes Commence</td>
<td>Monday 18 July</td>
</tr>
<tr>
<td>Semester 2 Classes Commence for MSA</td>
<td>Monday 1 August</td>
</tr>
<tr>
<td>Semester 2 Census Date</td>
<td>Dates vary, see Section 15</td>
</tr>
<tr>
<td>Labour Day (NSW and SA)</td>
<td>Monday 3 October</td>
</tr>
<tr>
<td>End of Semester 2</td>
<td>Sunday 6 November</td>
</tr>
<tr>
<td>End of Semester 2 for MSA</td>
<td>Sunday 20 November</td>
</tr>
<tr>
<td>Exit Clearances for Students</td>
<td>Sunday 13 November</td>
</tr>
<tr>
<td>Final Date for Access to Email and Moodle</td>
<td>Sunday 18 December</td>
</tr>
</tbody>
</table>
VISION + GUIDING PRINCIPLES

AFTRS’ vision:
• a national and global leader in education and training for the converging screen and
• the destination of choice for talented individuals to develop knowledge, skills and
  technological expertise, and imagine, create and produce engaging stories and content;
• a hub for research and development of creative ideas, partnerships and connections; and
• a place that recognises and encourages the rich cultural heritage and diversity of
  Australia.

AFTRS’ mission is to:
• provide excellence in distinctive education and training that meets the needs of the
  converging screen and broadcast industries;
• develop an innovative research culture that builds leadership capacity and educational
  expertise, advances student learning and supports industry;
• encourage diverse, innovative approaches to storytelling and content that engages with
  audiences across platforms;
• recognise and encourage the expression of diversity, and in particular to support the
  unique contribution of Indigenous Australian culture and storytelling;
• develop a thriving and creative environment that supports learning and teaching, and is
  recognised as a cultural and industry leader in education and training, ideas and
  exchange;
• grow AFTRS’ reputation and reach, nationally and internationally; and
• ensure a financially sustainable future and develop opportunities, including through
  partnerships and philanthropy.

AFTRS values:

Sustainability fostering partnerships, collaboration, resilience and resourcefulness;

Accessibility promoting broad access to, and participation in, AFTRS’ education and training,
and cultural and industry activities and events;

Creativity providing opportunities for the exploration of artistic expression, ideas, innovation and
risk-taking;

Respect encouraging mutual respect between staff, students and all AFTRS stakeholders;

Excellence striving for the highest standards of creative and technical excellence;

Diversity nurturing and valuing difference and originality, and reflecting the rich cultural heritage
and diversity of Australia.
AFTRS expects the conduct of students to be marked by an open-minded pursuit of excellence, driven by a desire to improve, committed to collaboration and diversity and guided by a respect for the ideas and rights of others.

To create a dynamic learning environment where all students are challenged and supported to grow, AFTRS expects that students will:
- behave honestly and with integrity, and act with care and diligence;
- treat everyone with respect and courtesy, embracing equality, diversity and inclusion;
- actively engage in learning (on campus and online) in a positive and respectful manner by attending all scheduled sessions, completing course-work in good time (including assessments) and maintaining communication between themselves and the school;
- respect the collaborative nature of the learning environment;
- acknowledge the ideas, materials, concepts, processes and practices of others they have used, or developed, in their own work;
- comply with all applicable policies, rules and procedures.

The following may be considered acts of misconduct. This list should not be considered exhaustive:
- behavior that is threatening, violent, coercive or discriminative, bullying, or disorderly and is deemed to be harassment or victimisation;
- actions that cause disruption to the learning experience of other students or to the activities of the School;
- conduct that causes, or potentially causes, harm to people or property;
- providing information to or about AFTRS that is false or misleading or failing to maintain confidentiality with regard to your dealings with the School;
- misuse of AFTRS resources as defined by relevant policies;
- use of AFTRS name, reputation, or resources for private gain or for the benefit of a third party, without prior authorisation.

If a student is in breach of this Code of Conduct, AFTRS published misconduct processes will apply.
AFTRS believes that through a process of reflective practice and learning, students will be able to achieve an understanding of the key concepts of storytelling for the screen and broadcast through the creative application of the latest industry approaches.

An approach of student-centred experiential learning forms the foundation of the School’s approach to career-focused education. Students learn through a cycle of experience, observation, conceptualisation and experimentation whilst being led, encouraged and informed by industry practitioner teachers. Teachers should act as experts in their subject, but also as guides or facilitators and where appropriate as co-creators with the student.

Finally, AFTRS believes that filmmaking education should be an authentic experience for our students, and one that encourages them to be creative and innovative practitioners within the context of current industry practice.
1. ENROLMENT
You must accept your offer of a place by the due date outlined in your letter of offer to ensure enrolment.

If you are under 18, you must have a parent or guardian complete, sign and return the Parent/Guardian Consent Form to enrol.

You are a student at AFTRS from the time you enrol until you complete your course requirements and exit the School one week following the end of classes; withdraw from your course; or are excluded from a course of study.

You can accept your offer and enrol online via the MyAFTRS portal.

If your course is longer than one semester, you will be re-enrolled by the Student Centre at the commencement of each semester. If you are enrolling in year 2 or 3 of the Bachelor degree, you will also be required to select your elective subjects at that time.

If you do not pay the fee and enrol by the specified dates, you will forfeit your place at AFTRS.

As an enrolled student in an award course, you are included on a voting list for the purposes of voting for the student member on the AFTRS Council.

2. ORIENTATION
Orientation commences the week prior to Semester. You are encouraged to participate in orientation activities. There are on-campus sessions as well as sessions for online students. You will receive information about these activities via email.

3. ATTENDANCE
If you are enrolled in any award course program you are required to attend all timetabled teaching sessions including lectures, inductions, workshops, seminars and tutorials. Further, if your course includes online study, regular engagement and participation through Moodle is required.

Attendance will be monitored on an ongoing basis. Failure to attend, persistent lateness, leaving before the completion of timetabled sessions, or failure to engage in online activities may put you at At Risk for not engaging in the course. See the section on At Risk for more details. You will be notified by email to your AFTRS email about any issues with your attendance or engagement.

All timetabled teaching sessions commence promptly at the time they are scheduled to begin. If you are more than five minutes late you may not be admitted.
Attempts to falsify attendance records will be treated as student misconduct. If you are unable to attend a session please notify the Student Centre or your teacher directly in advance.

3.1 Extended Absences from Your Course
You may apply for special consideration for an extended absence from timetabled classes for up to one-third of learning and teaching activities in a subject or course in a semester. This will only be granted in exceptional circumstances at the approval of the Director of Award Courses or their delegate and only on submission of a medical certificate or other form of appropriate evidence. In such cases, the Director of Award Courses or their delegate may assign additional and/or alternative tasks to ensure that you have met the learning outcomes for your course.

If you are unable to attend classes for a period of time longer than a one third of the learning and teaching activities in subject or course in a semester, you may be advised to withdraw from the program or take a leave of absence – depending on the course. See the section on Special Consideration for more details.

4. COMMUNICATION
You are issued with an AFTRS student email account. All primary information regarding progression on your course will be sent to that account. You are required to monitor this email on an ongoing basis. Please check the Information Guide for details on how to access this account and sync with various email services and devices.

5. ACADEMIC PROGRESSION
You must attempt all assessment tasks for each subject you are in enrolled in a semester as defined in your subject and course outlines. You must achieve a passing grade (50% and above) in all subjects in one academic semester to enrol in the next academic semester or year. You will be at risk of failure if your mark in any assignment is below 50%.

5.1 Non-Submission of Work
If you do not submit work for assessment you will be at risk of failing the assessment and you may be at risk of failing the subject. For every assessment there is a period in which late submissions are accepted. On the first day of the late period you will be notified that your submission is late and reminded of the late penalties (refer to 6.4 Late submission of assignment for information about penalties).

If you fail to submit the assignment by the end of the late submission period you will fail that subject. You will be notified and you will be placed on the At Risk register and allowed the opportunity to re-submit for a conceded pass. If you have received an extension or special consideration for submission of assessment the new date will be confirmed with you at the point of approval and will be reflected in the individual due date displayed in Moodle for that subject. If you fail to submit by the approved revised deadline you will fail that subject.

5.2 Failing a Subject
If you fail a subject you will be determined At Risk and have the opportunity to re-submit one or more assignment(s) in order to receive a pass for the subject. The revised mark for that assignment will be capped at 50%. If you have failed an assignment you will be notified. In that email you will be given clear dates and guidance on re-submission. Before re-submission students will be offered support, in the form of feedback from the Course Leader/Lecturer on the relevant work, as well as consultation with an Education Specialist to address required skills, e.g. academic literacy.

Failure to acknowledge the opportunity to re-submit within the timeframe outlined in the fail notification will result in a fail being recorded for that subject. This may result in you being unable to progress and be excluded from the School. Re-submissions are to be delivered through Moodle where a personalised and revised deadline will be displayed.
The period for re-submission will not be longer than 14 days calendar days. Alternately, if re-submission of the originally set assessment is not possible, an additional assignment (namely, a final assignment) will be available at the exclusive discretion of the Director of Award Courses or their delegate. This final assessment will be applied on a case-by-case basis.

If you do not attempt the resubmission you will fail the subject and may be excluded from the School. If you attempt and fail your re-submission you will be asked to demonstrate why you should be allowed to continue on your course by submitting a Show Cause letter. A conceded pass may be considered by the CEO. The Director of Award Course will recommend to the CEO the granting of conceded pass only in exceptional circumstances and after all other avenues for assessment have completed.

6. ASSESSMENT
Assessment is an ongoing process, which occurs both formally and informally. It aims to help you learn more effectively to achieve the learning outcomes of a subject and identify areas of misunderstanding and learning difficulties as soon as possible.

All assessments are designed in accordance with the AFTRS’ Curriculum Policy and the AFTRS’ Assessment Guidelines. They are aligned with subject content to assist your teachers in determining your progress in achieving the intended learning outcomes of the course. The details of all assessments are contained in your Subject or Course Outlines along with the due date and the marking criteria. Marking criteria help to clarify expectations, to establish a shared understanding of marking between students and teachers, and to discriminate between an excellent standard (HD) and a poor standard (F).

6.1 Submission of Assignments
Assignments are submitted through Moodle or otherwise as indicated in the Subject Outline.

Assignments must be submitted by the due date as detailed in the Subject and Course Outlines. All written assignments must be formatted in accordance with the AFTRS’ written assessment formatting guidelines and must be submitted with a signed AFTRS’ cover sheet.

6.2 Marking Scheme
Assessment results are recorded as grades on a student record. The codes are as follows:

<table>
<thead>
<tr>
<th>GUIDELINE</th>
<th>CODE</th>
<th>GRADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Distinction</td>
<td>HD</td>
<td>85-100%</td>
</tr>
<tr>
<td>Distinction</td>
<td>D</td>
<td>75-84%</td>
</tr>
<tr>
<td>Credit</td>
<td>C</td>
<td>65-74%</td>
</tr>
<tr>
<td>Pass</td>
<td>P</td>
<td>50-64%</td>
</tr>
<tr>
<td>Fail</td>
<td>F</td>
<td>0-49%</td>
</tr>
<tr>
<td>Non-Graded Pass</td>
<td>NGP</td>
<td>Participation and professional conduct</td>
</tr>
<tr>
<td>Conceded Pass</td>
<td>CP</td>
<td>A performance below that normally required for a pass. May be granted provided that the overall course performance is considered to warrant such a concession. Granted only by CEO upon the recommendation of the Director of Award Course or their delegate.</td>
</tr>
<tr>
<td>Credit Granted</td>
<td>CG</td>
<td>Credit granted in the BA(S) where a student has previously completed the History of Film subject</td>
</tr>
</tbody>
</table>
6.3 Extension Requests
If you need an extension of your assignment’s due date, you may apply to your Subject or Course Lecturer for an extension by completing the Request for an Extension form. This must be requested at least two working days prior to the due date.

6.4 Late Submission of Assignment
If you do not have approval for an extension, and you submit your assignment after the due date, a ten per cent (10%) penalty applies for the first day of the missed deadline. The 10% penalty will be applied for the five next days (including Saturdays and Sundays). Assignments submitted after this period will not be accepted and will receive a zero mark.

If you have been granted special consideration, your Course Leader/Lecturer will discuss with you the best path to proceed in regards to submitting assignments. The intent of this discussion is to provide the opportunity to accommodate the impact of the relevant life event, and to allow you to be assessed within a context of ensuring academic achievement.

6.5 Grade Point Average
Grade Point Average is currently being developed at AFTRS. You will be informed when this implemented.

7. ‘AT RISK’ AND ‘SHOW CAUSE’
At Risk is a formal process by which the School offers identified students additional support that may help them better able to engage with their courses and / or achieve passing grades in their assessments. If you are not attending or engaging in your subject or course, or submitting your assignments, or failing assessments you will be identified as being ‘at risk’ of failure. Students who are identified as ‘at risk’ are contacted, and advised of the situation they are in, and advised to seek assistance.

You will be requested to attend a meeting with your Subject Leader/Lecturer to develop strategies to address the relevant issues and/or improve your academic performance. Progress against these strategies will need to be achieved within a defined time limit. If you continue to demonstrate poor performance you may be required to attend a meeting with the Director of Award Courses or their delegate to map out strategies to improve performance. At this stage your name will be included on the At Risk register. If your performance improves you will then be removed from the register.

Should your poor performance continue, the Director of Award Courses or delegate will write to require you to ‘show cause’. In this letter you need to show good cause why you should not be excluded from your course of study – this typically requires you to provide a comprehensive explanation as to why your poor performance has occurred. A Show Cause template is available to assist you in formulating your response.

If you are able to provide an explanation satisfactory to AFTRS you may be required to undertake remedial or alternative work set to demonstrate achievement against the learning outcomes of your course and / or subject.

If you are unable to show cause as to your poor performance or you fail to satisfactorily complete the remedial or alternative work in the prescribed time, you may be excluded from your course by the Director of Award Courses or their delegate and with final approval coming from the CEO.

8. ACADEMIC APPEALS
8.1 Initial Investigation of Appeal
You may appeal a decision related to academic assessment, or exclusion for not meeting the course requirements.

Appeals against an assessment result must be lodged with the Director of Award
Courses within five days of the results being posted online on the grounds that:
• assessment requirements were varied without consultation or in an unreasonable way;
• assessment requirements were applied in a discriminatory way; or
• due regard was not paid to evidence of illness or misadventure advised during the semester that purports to explain poor performance in the subject.

Appeals against a decision relating to assessment must be made in writing stating the grounds for the appeal.

Documentary evidence should be supplied with the application where relevant.

On receipt of the appeal against assessment, the Director of Award Courses will investigate your claim including:
• seeking a written response from the relevant Subject Leader or Lecturer to be provided within five working days;
• reviewing any information on discussions that may have been conducted between you, faculty and/or the Student Centre;
• receiving a copy of the assessed work that is the subject of the appeal and the details of the criteria used to assess the student’s work;
• any other information relevant to the appeal.

Once in receipt of this information, the Director of Award Courses or delegate assesses the appeal within 10 working days and may recommend that a change of mark or final result is warranted.

If so the Director of Award Courses will advise you, the relevant faculty member and the Student Centre who will change the mark.

If the Director of Award Courses believes further investigation is warranted s/he may convene an Academic Appeals Committee.

8.2 Academic Appeals Committee
The purpose of the Academic Appeals Committee is to ensure that due process has been followed, not to reassess academic judgment. The Academic Appeals Committee will be comprised of the Director of Award Courses (Chair), Head of Learning and Teaching and one other delegate appointed by the Director of Award Courses. Appeals against a decision relating to exclusion from a course of study for failure to meet academic requirements must be lodged with the Director of Award Courses within five days of being notified of the decision on the grounds that:
• equal opportunity principles were not applied; or
• there were factors outside the student’s control which contributed to failure to meet the required academic standards to date and that those factors are unlikely to operate in the future.

Appeals against a decision relating to exclusion for failure to meet course requirements must be made in writing.

Documentary evidence should be supplied with the application where relevant. If the Director believes further investigation is warranted s/he may convene the Academic Appeals Committee.

The Academic Appeals Committee will hear an appeal made under this policy within ten working days of the receipt of that appeal from the Director of Award Courses.

All documentation submitted to the Academic Appeals Committee will be made available to you and all other parties to the appeal at least two working days before the date set down for the hearing or as they become available.
The Academic Appeals Committee may seek written evidence or hold interviews with relevant parties at its discretion. This would generally include you (the appellant), the relevant Course Leader/Lecturer and the Head of Student Services.

If you are required to appear before the committee, you are entitled to have a support person at the meeting. Please advise the Chair of the Committee if a support person will be in attendance.

The Academic Appeals Committee will make its decision within five working days of the hearing and will inform you of its decision within two working days of the decision being made. The decision will be in writing and will be sent to the last email address provided by you and held by the Student Centre.

The decision of AFTRS will be final.

9. EXCLUSION
• You may be excluded from the award course you are enrolled in, by the Director of Award Courses if you fail to meet course requirements. Your course requirements are contained within your Subject Outline.
• You may be excluded by the CEO or their delegate if you are found to have committed misconduct (refer to 11. Misconduct for information regarding what constitutes misconduct).
• You may be excluded if your behaviour is found to be a consistent disruption to the learning experience of other students by the Director of Award Courses.
• You may be excluded by the Chief Operating Officer if you do not pay your fees.
• If you have been excluded you can apply for readmission in competition with other applicants only after 12 months have passed.
• In these circumstances, you will be required to demonstrate that you have taken action during the period of exclusion which will improve the likelihood of your success in a course.
• If you have been excluded more than once from an AFTRS course, you are not eligible to reapply for admission.

AFTRS’ decision in relation to exclusion is final.

10. ACADEMIC INTEGRITY
With the opportunity to study at AFTRS comes the responsibility to work at a high level of academic integrity at all times. You are responsible for ensuring the academic integrity of your academic and creative work in the following ways:
• engage in all educational activities with honesty and fairness; collaborate respectfully;
• produce and submit original work specifically for a particular assessment;
• acknowledge the work of others in your assignments;
• seek permission to use the work of others where appropriate;
• take reasonable steps to prevent your work from being used by others without credit;
• inform yourself about the expectations of your course, subjects and all assignments and the tools which you are required to use (Moodle - learning management system, Turnitin, etc.);
• take advantage of the support offered to develop a comprehensive understanding of appropriate referencing, citation and copyright;
• pro-actively seek assistance as required.

11. MISCONDUCT
Misconduct is a serious matter. If you are found in breach of the Student Code of Conduct, or of other applicable AFTRS’ policies or rules, you may have committed misconduct.

AFTRS may terminate your enrolment at any time for misconduct.

Misconduct includes (but is not restricted to) conduct involving:
11.1 Misconduct investigation
Where it is believed you have committed misconduct, the allegation may be referred to the Director of Award Courses. The Director may convene a Misconduct Committee, depending on the nature and seriousness of the allegation. The committee will include the Director of Award Courses (Chair), the relevant Subject Leader and the Head of Learning and Teaching, or their delegates as necessary.

The committee's function is to investigate allegations of a student's misconduct and make recommendations to the CEO, or delegate.

Depending on the allegation, the person who has initiated the misconduct process will not be a member of the committee.

If you are required to appear before the committee in relation to your alleged misconduct, you are entitled to have a support person at the hearing. You must advise the Chair if a support person will be attending.

The Head of Learning and Teaching will provide the Secretariat function for the committee.

The Chair will provide a written report including recommendations to the CEO, or delegate within five working days of the committee meeting. The report will identify those responsible for implementing the recommendations. The CEO, or delegate, may request further discussion or information before making a decision. The CEO, or delegate, will convey their decision to the Chair of the Committee and to you within five working days of receipt of the report. The decision will be in writing and will be sent to your AFTRS' email address.

11.2 Misconduct appeals
You may appeal against a decision made by the CEO, or their delegate, arising from a misconduct investigation, but only on the basis that due process was not carried out. Appeals must be lodged in writing with the CEO or their delegate within 10 working days of you receiving notice of their decision.

The Misconduct Appeals Committee will consist of the CEO or their Delegate, a member of the AFTRS’ Council, a Course Leader, and the student member of Council. The Appeals Committee will elect its own Chair.

The Secretariat function for this committee will be the same as for the Misconduct Committee that is, the Head of Learning and Teaching.

A person directly involved in the situation relating to the misconduct may not sit on the committee.

The committee will determine whether due process was carried out. The
committee will make its decision within 20 working days of the lodgement of the appeal.

The Chair will inform you of the committee’s decision in writing within 10 working days of the decision being reached. The decision will be sent to your AFTRS email address.

11.3 Misconduct Outcomes
If misconduct is proven a penalty may be imposed. These may include (and are not limited to) the following:

• Ban from accessing school resources for a set period of time (Tech store/Library etc).
• Suspension from program.
• A mark of 0% for the assessment task.
• A ‘fail’ grade for the subject.
• Exclusion.

When considering the penalty the following may be considered:
• Any previous findings of misconduct and the penalty/ies imposed.
• The year or level of study of the student.
• Any intention behind the conduct, and the level and effect of that intention.
• Any external circumstances that may have contributed to the misconduct.
• The impact a potential penalty will have on the students ability to complete their program of study.

For penalties relating to plagiarism see section 12.2 for more details.

12. PLAGIARISM
AFTRS expects you to engage in your studies to the highest standard, based upon the principles of academic integrity, honesty, and a respect for knowledge and ethical practices.

This requires acknowledging the ideas, materials, concepts, processes and practices of others that have been used, borrowed or developed through the use of appropriate citation and referencing conventions. When this is not practised it is plagiarism, i.e. the presentation of another’s ideas or work as one’s own.

Plagiarism is a form of misconduct with distinct penalties.

Plagiarism includes:
• Submitting, as one’s own, an assignment that another person has completed.
• Downloading information, text, computer code, artwork, graphics or other material from the internet and presenting it as one’s own without acknowledgement.
• Quoting or paraphrasing material from a source without acknowledgement.
• Using visual material without permission or acknowledgement.
• Preparing a correctly cited and referenced assessment from individual research and then handing part or all of that work in twice for separate subjects/marks.

How is plagiarism different from copyright? While some acts of plagiarism also constitute copyright infringement, there are differences. For example:

• Plagiarism is academic misconduct and a breach of the Student Code of Conduct; copyright infringement is illegal.
• Plagiarism is an offence against an author; copyright infringement may be a crime against the state or a violation of a copyright owner’s legal rights.
• Plagiarism applies whether ideas or material is copied; copyright does not protect ideas.
• Avoiding plagiarism is about properly accrediting intellectual effort; you cannot avoid infringing copyright by simply crediting the author or owner of copyright material.

12.1 Suspicion of Plagiarism
When a Course Leader/Lecturer suspects an instance of plagiarism they will report the matter to the Director of Award Courses and identify whether or not plagiarism, or another form of academic misconduct, may have occurred. Discussion with the relevant Director of Award Courses or their delegate will determine the level of the alleged conduct (not a violation, minor, moderate or serious).

You will be required to confirm for all your submissions that the work you are submitting is your work. The school uses Turnitin to help with the originality checking of submissions.

AFTRS has adopted an educative approach to the issue of plagiarism. If the offence is minor, you will be issued with a verbal warning by the Course Leader/Lecturer, and given support to understand what constitutes plagiarism and how to prevent it in future. Minor penalties may apply – see 12.2 below.

If the conduct is found to be moderate or serious, the Director of Award Courses or their delegate, will write to you outlining the allegations and ask you to respond to the allegations in writing. You may be required to attend a meeting with your Course Leader/Lecturer. You will also be placed on the At Risk Register.

If the response indicates that the plagiarism is serious, the Director of Award Courses will either call for further investigation through the Misconduct Policy or determine the penalty.

The results of this process will be recorded and kept on file.

12.2 Penalties
The level of intent to deceive and the extent of the plagiarism will be the principal criteria for determining penalties. Minor infractions may arise from a failure to understand academic referencing techniques and similar issues. In these cases, you will be given the chance to learn and be supported in that learning. A deliberate intention to deceive and gain unwarranted advantage will attract severe penalties.

The following penalties may be imposed if you are found guilty of plagiarism:

a) Minor Penalties
   • A reduced mark for the assessment task.
   • A requirement to undertake an additional assessment task in that subject that will be capped 50% mark.

b) Major Penalties
   • A mark of 0% for the assessment task.
   • A ‘fail’ grade for the subject.
   • Placement on academic probation through registration on the ‘At Risk’ register.
   • A requirement to undertake specific workshops and obtain academic support in order to learn more about plagiarism prevention.
   • Exclusion.

13. TRANSITION ARRANGEMENTS IN 2015-2018 FOR FOUNDATION DIPLOMA
13.1 Degree and Sub-Degree Program: Application and Enrolment
2009–2014 Foundation Diploma graduates wishing to undertake the Bachelor of Arts (Screen) or a Sub-Degree course will have automatic entry into Year 1 BA (Screen) or a course in the Sub-Degree program for the period 2015-2018, inclusive.

After 2018, Foundation Diploma graduates will be required to submit a formal application and comply with the standard requirements at the time, including any merit selection requirements.

13.2 Credit Granted
Students who successfully completed the History of Film subject as part of the 2014 Foundation Diploma will receive a Credit Granted (CG) for this subject in the Bachelor of Arts (Screen).

14. TUITION ASSURANCE EXEMPTION
AFTRS has been granted a Ministerial exemption from the tuition assurance requirement of the Higher Education Support Act 2003 (HESA). For further information please refer to AFTRS’ Tuition Assurance Exemption.
15. WITHDRAWAL
If you are thinking of withdrawing from your course, take a moment to discuss your concerns with the Director of Award Courses, your Course Leader/Lecturer, or the Student Centre.

If you wish to withdraw from your course, you must complete a Withdrawal from Study Form. This form is available from the Student Centre or the AFTRS website.

In circumstances where you are unable to complete the withdrawal process, you may be withdrawn from your course by the School, following consultation with you and with the approval of the Director of Award Courses.

If you withdraw from your course after your census date, you are unable to obtain a refund or re-credit of your full fee for the semester unless there are exceptional circumstances.

If you withdraw from your course, you will be required to complete the standard student exit clearance process.

16. SPECIAL CONSIDERATION
Special Consideration recognises hardship or exceptional circumstances that may affect or has affected your progress through a course of study. Exceptional circumstances include:

- acute illness;
- loss or bereavement; or
- hardship.

You may apply for Special Consideration if exceptional circumstances are likely to prevent you from meeting the course requirements. Evidence to support an application for Special Consideration must be supplied. This may include:

- medical certificate and/or letter from a medical professional;
- death notice or certificate;
- statutory declaration from you and/or relevant people.

Applications for Special Consideration are to be lodged with the Head of Student Services who will facilitate approval from the Director of Award Courses or their delegate and communication to the Course Leader/Lecturer. Where necessary, alternative coursework may be authorised by the Director of Award Courses who advises the Head of Student Services.

17. LEAVE OF ABSENCE
17.1 Degree Program
You are expected to complete the subjects you are enrolled in within the time specified in your subject outline. However, a leave of absence may be available if there are
circumstances of urgent necessity and:

- where you have satisfactorily completed all assignments to date, and
- where you can complete the outstanding subjects and assignments for your current year of study or an agreed program of study in the semester in which you will return.

Applications must be made through the Student Centre and must be made by the relevant census date.

Leave of absence will only be granted once during a course of study.

If you are resuming your course after a leave of absence, you must advise the Student Centre of the proposed date you intend to resume your studies.

17.2 Sub-Degree Program
Leave of absence is unavailable if you are undertaking courses in the Sub-Degree Program (i.e. Enabling, Diploma and Advanced Diploma courses). In the event that you are faced with urgent circumstances, please refer to the Special Consideration policy.

18. EXIT REQUIREMENTS
You are regarded as having completed your course when you have completed all course requirements by the prescribed times. You must exit the School one week after the last timetabled class.

Exit dates in 2016 are as follows:
- Semester 1: Sunday 26 June 2016
- Semester 2: Sunday 27 November 2016

Access to AFTRS facilities and equipment ceases on the exit date.

You need to have repaid all debts and returned all equipment, your Identification Card and your locker key by this date.

You will not be able to graduate or receive your academic transcript or testamur until all outstanding debts and equipment loans have been repaid and returned.

You will have access to your AFTRS email account and Moodle up until the following dates:
- Semester 1: Sunday 31 July 2016
- Semester 2: Sunday 18 December 2016
19. CENSUS DATES 2016
The census date is the date at which you can withdraw from a course or obtain a leave of absence without incurring a debt for that semester or subject.

Every subject has its own census date based on the study period in which it is taught. The following provides a list of current schedule of fees within your course for 2016 and they are also on the AFTRS website.

19.1 Semester 1
a) Sub-Degree

<table>
<thead>
<tr>
<th>Course</th>
<th>Census Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introductory Courses (Core Radio Skills and Introduction to Film)</td>
<td>13 March, 2016</td>
</tr>
<tr>
<td>Diploma in Camera Fundamentals</td>
<td>31 March, 2016</td>
</tr>
<tr>
<td>Diploma in Design for the Screen</td>
<td>Design Principles: 13 March, 2016</td>
</tr>
<tr>
<td></td>
<td>Design Skills: 30 April, 2016</td>
</tr>
<tr>
<td></td>
<td>Design Practice: 11 June, 2016</td>
</tr>
<tr>
<td>Diploma in Digital Content (Radio)</td>
<td>31 March, 2016</td>
</tr>
<tr>
<td></td>
<td>Creative Editing Techniques: 30 April, 2016</td>
</tr>
<tr>
<td></td>
<td>Editing Practice: 31 March, 2016</td>
</tr>
<tr>
<td>Diploma in Sound Fundamentals</td>
<td>31 March, 2016</td>
</tr>
<tr>
<td>All Advanced Diploma Programs</td>
<td>31 March, 2016</td>
</tr>
<tr>
<td>(Cine Essentials; Music Scoring for the Screen; Producing: Story,</td>
<td></td>
</tr>
<tr>
<td>Audience, Finance; Radio Essentials; Screenwriting: Feature Film;</td>
<td></td>
</tr>
<tr>
<td>Screenwriting: Series TV</td>
<td></td>
</tr>
<tr>
<td>b) Degree</td>
<td></td>
</tr>
<tr>
<td>Bachelor of Arts (Screen) Year 1</td>
<td>31 March, 2016</td>
</tr>
<tr>
<td>Bachelor of Arts (Screen) Year 2</td>
<td>5 April, 2016</td>
</tr>
<tr>
<td>Graduate Certificate in Directing Fundamentals</td>
<td>Story: 6 March, 2016</td>
</tr>
<tr>
<td></td>
<td>Cinematics: 31 March, 2016</td>
</tr>
<tr>
<td></td>
<td>Performance: 17 April, 2016</td>
</tr>
<tr>
<td></td>
<td>Short Project Development: 22 May, 2016</td>
</tr>
<tr>
<td>Degree/ Certificate</td>
<td>Dates</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
</tr>
</tbody>
</table>
| Graduate Certificate in Documentary Fundamentals | Art of Documentary: 13 March, 2016  
Production Essentials: 10 April, 2016  
Producing Documentary: 8 May, 2016  
Project Development: 30 April, 2016 |
| Graduate Certificate in Editing Drama | 31 March, 2016 |
| Graduate Certificate in Screenwriting | 31 March, 2016 |
Collaborative Broadcast: 13 March, 2016  
Reaching Radio Audiences Across Multiple Platforms: 30 April, 2016  
Collaborative Broadcast 2: 31 May, 2016 |
| Master of Screen Arts and Business | 31 March, 2016 |
| Master of Screen Arts | 3 April, 2016 |

**19.2 Semester 2**

**a) Sub-Degree**

<table>
<thead>
<tr>
<th>Degree/ Certificate</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Radio Skills</td>
<td>31 July, 2016</td>
</tr>
<tr>
<td>Diploma in Camera Fundamentals</td>
<td>31 August, 2016</td>
</tr>
<tr>
<td>Diploma in Editing Fundamentals</td>
<td>31 August, 2016</td>
</tr>
<tr>
<td>Advanced Diploma in Cinematography Essentials</td>
<td>31 August, 2016</td>
</tr>
<tr>
<td>Advanced Diploma in Music Scoring for the Screen</td>
<td>31 August, 2016</td>
</tr>
</tbody>
</table>
Producing in Practice: 30 September, 2016 |
| Advanced Diploma in Radio Essentials | 31 August, 2016 |
| Advanced Diploma in Screenwriting: Feature Film | 31 August, 2016 |
| Advanced Diploma in Screenwriting: Series TV | 31 August, 2016 |

**b) Degree**

<table>
<thead>
<tr>
<th>Degree/ Certificate</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Arts (Screen) Year 1</td>
<td>31 August, 2016</td>
</tr>
<tr>
<td>Bachelor of Arts (Screen) Year 2</td>
<td>31 August, 2016</td>
</tr>
<tr>
<td>Graduate Certificate in Editing Drama</td>
<td>31 August, 2016</td>
</tr>
<tr>
<td>Graduate Certificate in Screenwriting</td>
<td>31 August, 2016</td>
</tr>
</tbody>
</table>
| Graduate Certificate in Directing Fundamentals | Story: 24 July, 2016  
Cinematics: 14 August, 2016  
Performance: 4 September, 2016  
Short Project Development: 9 October 2016 |
| Graduate Diploma in Radio | Radio Content: Reach and Relevance: 24 July, 2016  
Collaborative Broadcast 3: 14 August, 2016  
The Innovative Business of Radio: 18 September, 2016  
Collaborative Broadcast 4: 16 October, 2016 |
Course of study fees apply to all Degree and all Sub-Degree courses. The current schedule of fees can be found on the AFTRS website.

You must pay the full fee set by AFTRS for a course of study. The fees must be paid by the specified date as advised in the letter of offer and the How to Enrol page of the AFTRS website:

- Fees are payable upfront on a per semester basis; or
- Eligible students may borrow the full course fee through FEE–HELP.

If you are experiencing financial difficulties you may apply to the Head of Student Services to pay your fees in instalments (if electing to pay fees upfront). AFTRS will approve this only in exceptional circumstances.

FEE–HELP
FEE–HELP is the Australian Government’s student loan scheme that assists students to pay course fees, up to a lifetime limit, for eligible courses at approved higher education providers. The loan is repaid through the tax system once a graduate’s income reaches the minimum threshold for compulsory repayment.

You are eligible for the FEE–HELP loan scheme if you are:

- an Australian citizen; or
- a permanent humanitarian visa holder resident in Australia for the relevant time.

If you are a New Zealand citizen who are Special Category Visa (SCV) holders and meet the requisite criteria you may be eligible for FEE–HELP. You need to meet the long-term residency requirements which are:

- first entered Australia as a dependent child aged under 18 years of age;
- have been ordinarily resident in Australia for the previous 10 years (that is, you have been physically present in Australia for at least eight out of the past 10 years) and 18 months out of the last two years at the time of application for the loan; and
- are otherwise eligible for the loan.

You are not eligible for the FEE–HELP loan scheme if you are:

- a New Zealand citizen (other than NZ citizens with a SCV); or
- a permanent resident (other than permanent humanitarian visa holder resident in Australia for the relevant time).

In 2016, a loan fee of 25% (or as varied by legislation) applies to FEE–HELP loans for undergraduate courses of study. The FEE–HELP limit does not include the loan fee. This is a guide only. For more information please refer to the FEE–HELP information booklet available from Student Centre. Up to date information on all matters concerning FEE–HELP can be found on the Study Assist website*.

* Disclaimer:
AFTRS has made every attempt to ensure the information provided here about FEE–HELP is as accurate as possible as of 6 July 2016. However, this information may change. To the extent permitted by law, AFTRS gives no guarantee and accepts no responsibility for the information’s accuracy, reliability, currency or completeness. Individuals are responsible for evaluating the information provided for their own purposes, and for confirming the currency of the FEE–HELP information on this page by referring to the Australian Government’s Study Assist website.
22. RE-CREDITING FEE–HELP BALANCES OR REFUNDING UPFRONT PAYMENTS POLICY AND PROCEDURES

The AFTRS’ policy on re-crediting FEE–HELP balances or upfront payments is in accordance with the requirements of the Higher Education Support Act 2003 (HESA) and the FEE–HELP Guidelines.

22.1 Withdrawing Before Earliest Census Date

If you have paid your fees upfront and you withdraw before the earliest subject census date in a given semester, you will receive a refund of the full amount of the tuition fee you have paid for that semester.

If you have obtained FEE–HELP and you withdraw before the earliest subject census date in a given semester, your FEE–HELP debt will be reduced by the full amount of the tuition fee for that semester.

22.2 Withdrawing After Earliest Census Date

If you withdraw from a course after the earliest subject census date in a given semester, you can apply in certain circumstances to have some or all of:

• your FEE–HELP balance re-credited; or
• your upfront payment refunded.

If you withdraw after a subject’s census date but have successfully completed the subject, you cannot be re-credited with your FEE–HELP amount for that subject or receive a refund of any upfront fees.

22.3 Application for Refund or Credit

You must apply to AFTRS to have your FEE–HELP re-credited or upfront fee refunded, in writing within 12 months of your withdrawal date.

You may only apply for a re-credit for a FEE–HELP balance or a refund of fees in special circumstances that are:

• beyond your control; or
• did not make their full impact on you until on, or after, the census date; or
• made it impractical for you to complete the requirements of the semester.

These circumstances may include medical, family/ personal, employment or be course related.

AFTRS will consider the application within 28 days of its receipt and will notify you of its decision and the reasons for making that decision.

If you are not satisfied with the decision you may apply to AFTRS for a review of the decision stating the reasons for a re-consideration. You must do so within 28 days from the day you received the notice of the decision.

AFTRS will advise you of its decision within 45 days of receiving your application for reconsideration.

You may make an application to the Administrative Appeals Tribunal (AAT) for a review of AFTRS’ decision to refuse to re-credit.
At AFTRS all your personal and contact details are stored in the MyAFTRS portal. They include:

- your name, address, date of birth;
- the course you are enrolled in;
- your email and your mobile phone.

You are responsible for ensuring all your personal and contact details provided at enrolment are kept up to date.

23. STUDENT ID CARDS
Your Student ID Card is your passport around AFTRS. It is a multi-purpose card used as a means of identification for AFTRS purposes including secure building access, printing and borrowing from the Library.

You are required to wear your ID card at all times. If you cannot present your card, you can obtain a temporary visitor pass from the Information Desk. If you have lost your card, please report it to Student Centre as soon as possible.

24. NETWORK ACCOUNT
Your AFTRS network account allows you to access various online resources for your course. When using AFTRS network resources you are required to comply with the ICT Acceptable Use Policy. This policy is available at the network setup address below.

To acknowledge you have read and understood the policy and set up your account visit https://form.aftrs.edu.au/NetSetup.html, using your student number as your Domain User Name.

If you are unsure of your network details go to http://servicedesk.aftrs.edu.au

25. STUDENT RECORDS
Your student record is maintained within the MyAFTRS Portal. You are entitled to view your own record upon request to the Student Centre. You may also request copies of any documents in your file.

Your student record is a confidential record.

Your personal information is available only to relevant AFTRS’ staff and must not be distributed other than in accordance with AFTRS’ Privacy Policy and any Student Collection Statement without your consent, unless required or authorised by law.

26. PRIVACY
AFTRS may collect, use, disclose and hold your personal information in order to receive and process your application and enrolment, to teach and communicate with you, for course monitoring, evaluation and surveys, for student support, for record-keeping and reporting, and for certain other purposes including enabling you to be placed on AFTRS’ electoral rolls. Your personal information may include your name, postal and
email addresses, telephone numbers, date of birth, education and academic records, production credits, work experience and health information.

AFTRS respects your privacy, and deals with your personal information according to the Privacy Act 1988 and AFTRS Privacy Policy. Complaints about privacy may be sent to AFTRS’ Privacy Officer at privacyofficer@aftrs.edu.au. You may also complain to the Australian Information Commissioner. However, the Information Commissioner will commonly not investigate a complaint if the person has not first raised it with AFTRS.

27. STUDENT CENTRE
The Student Centre is the key administrative and information place for all student related matters from application and enrolment and throughout the duration of your course to graduation. The Student Centre can provide you with all relevant information about:

- Fees
- Student support program (academic and other support areas such as counselling or financial)
- Absence due to illness
- Disability
- Medical condition
- Financial hardship
- Scholarships
- Special consideration
- Leave of absence
- Withdrawal
- Student policies.

All student administrative forms are available through the Student Centre.

The Student Centre is located on the Ground Floor.

Hours: Monday to Friday 9am–5pm.

If you need assistance outside these hours then call for an appointment.

Phone: (02) 9805 6444
Email: studentinfo@aftrs.edu.au
If you have a problem or concern about which you wish to make a complaint, you can seek advice from the Head of Student Services. The Head of Student Services can help you assess your issue and refer you to the correct person to handle it.

28. STUDENT COMPLAINT POLICY AND PROCEDURE

28.1 Purpose
The intent of the AFTRS Student Complaint Policy and Procedure is to deal effectively, equitably and efficiently with student complaints.

28.2 General Principles
- Every effort will be made to deal with complaints at the local level and in the least formal way that is appropriate, involving as few people as possible.
- Confidentiality will be preserved as far as is possible whilst ensuring thorough investigation of the issue and the development of an action plan, as appropriate.
- Delays in raising a concern may make resolving the problem difficult or impossible.
- Complaints will be dealt with as quickly as possible whilst ensuring thoroughness of process.
- Complaints lodged in writing will be acknowledged within seven days and an anticipated timeframe for resolution will be outlined.
- Any harassment or discrimination against you as a result of lodging a complaint may result in a charge of misconduct against the perpetrator.
- Complaints may be informal or formal and may be lodged internally or with an appropriate external body.
- Both you (the complainant) and the respondent may be accompanied by a third party or involve a representative in any part of the internal process. Permission must be sought from the CEO or their delegate to involve a legal representative.
- You may access the internal procedures set out in this policy free of charge.
- AFTRS will not accept responsibility for costs incurred as a result of the involvement of any third party requested by the complainant but will consider any reasonable request for assistance.
- The reasons and a full explanation in writing for any internal decision made and actions taken in response to a complaint will be provided to both the complainant and the respondent if requested.

28.3 Exclusions to this Policy
- Complaints of misconduct including discrimination or harassment will be handled through the Misconduct Policy.
- Issues of academic judgment including: outcome of assessments; decisions made about student’s progress on a course; decisions about awards; admissions decisions; and disciplinary procedures will be made according to the Academic Appeals Policy.
28.4 Procedures for Lodging a Complaint
Initially complaints can be lodged with your teacher, Director of Award Courses, a student representative or the Head of Student Services. The Head of Student Services can advise you if your complaint is an academic or non-academic matter. The Student Centre Manager will make an initial assessment to determine whether the complaint falls within the scope of this policy and determine who in the School is best placed to deal with the complaint and refer you appropriately.

28.5 Stage 1: Informal Procedure for Resolution of a Complaint
Initially attempts to resolve the complaint will be made at the local level. A decision about the complaint will be made within 14 days of the complaint being received by AFTRS.

The following procedures apply (in order until the matter is resolved):
• Informally discuss the issue/s to define the problem with the persons concerned, with a view to a resolution. At this stage, the complainant should not forward any written material.
• Informally discuss the problem with the Head of Student Services who will refer you to the appropriate person, with a view to a resolution.
• Submit a written request for internal mediation to the Head of Student Services who will facilitate the request and advise the Director of Award Courses. A written record of the internal mediation need not be kept.

If you are dissatisfied with the process or outcome you may refer the matter to the CEO or their delegate in writing, explaining the action and stating why you feel aggrieved. This action will conclude the informal procedure for the resolution of a grievance.

28.6 Stage 2: Formal Procedure for Resolution of a Complaint
If your preference is for formal resolution the matter is referred to the CEO or their delegate to investigate. Investigation by the CEO or their delegate will proceed as follows.

The CEO or their delegate will take a written record of the complaint from you. The written record will contain:
• your name;
• the name of the person(s) against whom the complaint is made;
• the date the complaint is made;
• the date(s) the matter resulting in the complaint took place;
• a brief description of the nature of the complaint; and
• a summary of follow up actions taken since stage 1, where relevant.

This written record will be the basis for further action. Further processing of the matter based on the written record may involve disciplinary or misconduct actions as appropriate.

As soon as possible after receiving your complaint, the CEO or their delegate will consider the matter. The CEO or their delegate may investigate in any manner they think fit. Any person may be requested to provide information or documents in relation to the complaint.

The CEO or their delegate may decide not to investigate the matter if:
• they reasonably believe the complaint is frivolous, vexatious or not made in good faith;
• there is a more appropriate person or authority to lodge the complaint with;
• they reasonably believe investigation is not warranted having regard to all the circumstances of the case, or you have referred the matter to a court or tribunal.

The CEO or their delegate will inform you in writing of the outcome of the investigation, related decisions and reasons for making the decisions.
The CEO or their delegate will deal with the complaint within a reasonable time, normally within 30 days of receipt of the complaint.

28.7 Stage 3: External Procedures for Resolution of a Complaint
If you are dissatisfied with the outcome of the complaint procedure you may pursue the matter by referring it to the Chair of the AFTRS Council or their delegate. The complaint will be addressed within a reasonable time, usually 30 days. Externally, the options for resolution of a complaint may include the Commonwealth Ombudsman. The Ombudsman’s website is: www.ombudsman.gov.au

The complaint will be dealt with according to the procedure of the external organisation selected. If the appropriate organisation makes recommendations in relation to your complaint that relate to, and are received by, AFTRS, AFTRS’ CEO will take reasonable steps to implement them.

28.8 Documents
AFTRS will give copies of the relevant documents that it holds to the parties on a need-to-know basis, unless AFTRS is legally prevented from doing so.

The CEO or their delegate may also not give you copies of documents if it is believed to be harmful to your physical or mental wellbeing or that it might be prejudicial to another person. They will inform you of the reason.

You will be given copies of the decision and reasons by the CEO or their delegate.

28.9 Record Keeping
All documents relating to complaints will be kept strictly confidential and will not be accessible to anyone who is not directly involved in the complaint or the handling of the complaint.

Material relating to the outcome of the complaint will be placed in a separate file (not kept on the student or staff file) and stored in the Student Centre in accordance with AFTRS’ policies.

Separate complaint files will only be accessible to authorised AFTRS’ staff and, where appropriate, the person about whom the complaint has been made. Permission for others to access the files must be obtained from the CEO or their delegate.

Records in relation to a complaint may only be destroyed according to the Archives Act 1983 and any applicable AFTRS’ Disposal Authority issued under that Act.

28.10 Communication Regarding these Procedures
Copies of this policy and procedures are provided to new staff as part of their induction. They are available on AFTRS’ website at: www.aftrs.edu.au/about/governance/policies-for-staff

Appropriate training for staff in complaint procedures will be arranged as required by the Head of Student Services.

You are entitled to use the complaint procedures set out in this policy, regardless of your place of residence or your mode of study.
29. STUDENT POLICIES
The following provides a list of policies that are located on AFTRS website and are relevant to you:

- Access & Equity Policy
- Admissions Policy
- Academic Qualifications Policy
- Copyright and Distribution Policy: Student Work
- Emergency Management Procedures
- Disability Policy
- Drug and Alcohol Usage
- ICT Acceptable Use Policy
- Pandemic Plan
- Privacy Policy
- Student Access to Equipment Facilities Policy and Procedure
- Student Safety Policy

The following provides information about copyright at AFTRS. For more details see Copyright and Distribution Policy: Student Work.

30. COPYRIGHT
There may be times when you want to use copyright material in your work. As emerging creative practitioners it is important to understand copyright.

30.1 What is Copyright?
Copyright is a legal right that allows the person or organisation which owns it to control certain uses of particular kinds of material, generally for a limited time. Material protected by copyright includes the following: articles and books, song lyrics, music, audio-recordings, photographs, drawings, artworks on movie posters, and audio-visual material such as films.

30.2 Using Copyright Material in your Work
If you intend to use copyright material in your work you need to seek permission from the copyright owner to use it, unless:

- copyright has expired; or
- you are using less than a substantial part of the material. A substantial part is an important, distinctive or vital part of the material, not necessarily a large part;
- the copyright owner has already given permission; or
- there are specific exceptions in the Copyright Act 1968 that allow its use.

As a student, you are likely to rely on the specific exceptions that permit free fair dealings with copyright material for the purposes of research or study, or criticism or review. You may also rely on the (free) fair dealing exceptions for parody or satire or reporting news. In each case, your use of the copyright material must be fair and the specified conditions attached to the particular exception must be complied with. Even though you may be able to rely on free exceptions in the Copyright Act to include
copyright material in student projects you will submit for assessment, permissions may need to be obtained from copyright owners to enable the projects to be distributed outside the School.

These are general guidelines. For more information, you can explore the resources for students on copyright on Moodle and the resources at the Australian Copyright Council’s website at http://www.copyright.org.au.

30.3 AFTRS Copyright Policy for Student Work
AFTRS has a policy that sets out who owns copyright in the films and other materials that you may create while you are studying at AFTRS. The policy is the Copyright and Distribution Policy: Student Work, and is available on AFTRS’ website.

When you enrol at AFTRS, you agree to read and comply with this policy, and you assign all your rights and interests (including the copyright) in your student work to AFTRS to the extent required by the policy. The policy may change from time to time.

Under the policy, whether or not you own copyright in your student work depends on the award course you are undertaking. However, even if you own the copyright in your work, AFTRS may use it for particular purposes, such as for AFTRS’ educational and promotional purposes.

Where AFTRS owns a student film you worked on, you are still permitted to use up to 3 minutes or 10% (whichever is the least) to promote yourself on your website or your showreel so long as:
- each excerpt includes a copyright notice referring to AFTRS as the copyright owner;
- you respect the moral rights of all authors who hold moral rights in the work; and
- you are responsible for clearing all copyright material that has not been cleared.

AFTRS strongly encourages you to continue to develop your work after graduation. If you wish to do so for work that AFTRS owns, you must contact AFTRS’ Head of Business Affairs and ask for permission, giving details of your plans. You may make this request at any time. The Head of Business Affairs will advise you in writing if your request is approved and the terms of any approval.

30.4 Distribution
AFTRS has a Sales and Distribution Manager who can assist you with information regarding distribution of your student project work. AFTRS will consider some student project work for active distribution and will determine a strategy to find the most appropriate film festivals, awards and other industry opportunities. For further information contact the Student Centre.

31. STUDENT ACCESS TO EQUIPMENT - COURSE RELATED PRACTICE
AFTRS encourages free-thinking and creative practice which allows you to experiment and test your learning, ideas and techniques related to your course.

Access to equipment must be:
- directly related to your coursework;
- conducted in your own time;
- have no commercial benefit;
- largely self-sufficient
- low risk practice;
- include only AFTRS students (you can include some assistance from friends or actors/extras as appropriate)
compliant with all AFTRS WHS policies, Fraud Control Policy and Acess & Equity Policy.
For further information about the guidelines for access to equipment refer to the Student Access to Equipment Facilities Policy and Procedure on the AFTRS website.