



Footscray City Films at Footscray City College is committed to high standards in the provision of education, training and assessment.

The Film School contracts personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training programs offered. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer. Adequate training materials and physical resources will be utilised to ensure the learning outcomes of the training program can be achieved. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes will be valid, reliable, flexible and fair. Students will be advised on assessment requirements before training commences.

The Head of the Film School will ensure that the policies and procedures are circulated, understood and implemented consistently throughout the organisation. The Film and Television School designates the Head of the Film School, who has defined responsibility and authority to:

1. Ensure that the organisation complies with the Standards for Registered Training Organisations across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf
2. Ensure that the organisation provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit; report to the Head of the Film and Television School on the organisation's compliance with the Standards for Registered Training Organisations, for review and as a basis for improvement
3. Apply to the State registering body that has registered it for any extension to scope of registration
4. Provide details, upon the request of the State registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia Provide the State registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to the organisation's system or staffing profile, relocation of the organisation, financial difficulties and transfer of client records).
5. The College conducts an internal audit against AQTF Standards at least annually.
6. The Head of the Film and Television School reviews the organisation's compliance with these Standards at least annually.
7. The Film and Television School documents and implements procedures for dealing with student complaints, grievances and appeals in a constructive and timely manner.

The policies and procedures ensures that:

1. Each complaint, grievance, appeal and its outcome is recorded in writing;
2. Each appeal is heard by an independent person or panel; and
3. Each appellant: -has an opportunity to formally present his or her case; and -is given a written statement of the appeal outcomes, including reasons for the decision.

In the event that a student has a grievance concerning any matter in relation to the training or the organisation, the student will:

Grievance Procedure

1. Speak directly with the person concerned to resolve the problem within 7 days. If the student cannot speak to the person concerned they should direct the matter in writing to the Executive officer within 21 days.
2. If the grievance is still unresolved, the student will be advised of external organisations -e.g. Police, counselling organisations, Consumer Affairs -that may be able to assist.
3. All records of any grievance will be kept on file.
4. The organisation seeks to prevent appeals by ensuring that students are satisfied with their training program and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.
5. Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment.

Appeal Procedure

1. Notify trainer within 21 days.
2. Trainer and/or Coordinator provide a written statement of outcome within a further 21 days.
3. Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.
4. If the appeal is still unresolved, the student will be advised of external organisations, e.g. Consumer Affairs or the relevant Government Department that may be able to assist.
5. All records of any appeals will be kept on file.

Student complaints

Matters of complaint outside of grievance and appeal will be dealt with according to its merit. The Head of the Film and Television School will formally view the written complaint within 21 days of receipt. A response in writing will be forwarded to the complainant within a further 21 days notifying of result and/or any further action.

Student complaint procedure

1. Notify Director of Education within 21 days.
2. Head of the Film and Television School responds within further 21 days.
3. If the complaint is unresolved, all parties will be advised of external organisations that may assist, e.g. Consumer Affairs or the relevant Government Department.
4. All records of any complaints will be kept on file.

Compliance

Footscray City Films has a written plan for its business that is consistent with its scope of registration and scale of operations.

The Film and Television School makes every reasonable attempt to identify and manage risks concerned with compliance, with the Standards for Registered Training Organisations; and correct and prevent any failure to comply with the Standards for Registered Training Organisations and the Film School's quality system, policies or procedures. This will be via internal review, client feedback, and complaint, monitoring industry and Government legislation.

The Film and Television School collects and analyses stakeholder and client feedback and satisfaction data on the services provided; and uses the information mentioned in the review of policies and procedures. The Film and Television School actively involves staff in the development and implementation of improvements in systems and practices at every opportunity. The Film and Television School complies with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:

- A. Occupational health and safety
- B. Workplace harassment, victimisation and bullying
- C. Anti-discrimination, including equal opportunity, racial vilification and disability discrimination
- D. Privacy

The Film and Television School's policies, procedures and practices meet the requirements of Commonwealth or state legislation and regulatory requirements that are relevant to the Film and Television School's operations including industry legislation and regulatory requirements specific to its scope of registration and that staff and students are provided with information about current legislation and regulatory requirements that significantly affect their duties.

Insurance

The Film and Television School has all the insurance cover necessary to carry out its business, including DEET insurance for student fees paid in advance, insurance for public liability, workers compensation (as required) and building and contents (where appropriate).