

Student Handbook



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On behalf of the staff and students at JMC, we would like to welcome you to the JMC Academy Family!

Our uniqueness is defined by our people. It is defined by the individuality, distinct talents, personal histories, and achievements of each of our lecturers, and of each and every one of our students. It is the way these all interact to create the unique dynamics and superior outcomes delivered in every course.

It is defined by the recognition and respect we have earned over the years by industry leaders and by academics; reflected through our extensive and ground-breaking industry accreditation, incomparable Higher Education courses and the successes achieved by thousands of JMC Academy graduates.

For our students, the advantages of studying at a private Higher Education institution include the ability to gain critical level thinking inherent in the higher education curriculum whilst simultaneously benefiting from the production based, industry responsive practical component taught by proven professionals in each course. This ensures our graduates are industry-ready when commencing and developing in their chosen careers.

Dr John Martin Cass
Managing Director, JMC Academy

Welcome to JMC

JMC Academy is Australia's leading Creative Industries institution, offering Degrees and Diplomas in Acting, Music, Songwriting, Audio Engineering, Film and Television Production, Entertainment Business Management, Design (Visual Communication), Animation and Game Design, as well as our Postgraduate Programs: Masters of Creative Industries, Graduate Diploma of Creative Industries and Graduate Certificate in Creative Industries.

With advanced-design campuses, ongoing technology upgrades, a dedicated team of academics and industry professionals, and a network of international master class lecturers, JMC Academy is committed to ensuring our graduates make their own indelible mark on industry.

JMC Academy's ultimate focus is to deliver inspiring and technologically sophisticated programs, which cater to the global needs of the Creative Industries. By nurturing, supporting and mentoring students who share a true passion and dedication for these industries, we are able to guide them into rewarding careers.

At JMC Academy you can expect to have an excellent learning experience. This Handbook sets out the guidelines for what you can expect from JMC, and what JMC can expect of you as one of our students.

Our vision

To be Australia's most recognised and connected educator of creative minds.

Our purpose

We educate, nurture, and inspire creative minds through innovative and globally connected learning.

Our values

- ▶ Quality
- ▶ Excellence
- ▶ Innovation, Collaboration and Creativity
- ▶ Academic Rigor
- ▶ Cultural and Social Diversity
- ▶ Honesty, Integrity and Ethical Practice
- ▶ Equity

JMC Academy graduates are...

Creative

They practice their discipline in a spirit of questioning, observing and experimenting, seeking a range of positive experiences to provoke unorthodox responses.

Collaborative

They bring their own specialist knowledge and skills to a project, working constructively and thoughtfully with others from similar and different fields.

Communicative

They are confident users of formal and informal communication channels to make a shared common sense of individual and collective efforts.

Courageous

They work with intent to succeed, learning quickly from their failures.

Ethical

They make decisions in accord with others' meanings and desires, while not losing their own capacity to think independently and clearly.

Inquisitive

They are interested in learning, curious and intrigued about their own experiences and those of others.

Productive

They can reconcile creativity and productivity, using situational constraints to produce results.

Resilient

They live with ambiguity; by reflecting on their experiences with their personal and professional networks, they foster their inner strength and determination.



01

Our campuses

JMC has three advanced-design campuses smack-bang in the beating hearts of our capital cities – opposite the Powerhouse Museum in Sydney’s Ultimo, on the Southbank in Brisbane, and on the banks of the Yarra in South Melbourne.

Bustling with life, our campuses have great cafes, galleries, museums, venues, gig spaces and public transport on their doorsteps, which means our students stay connect to the things they love while being able to appreciate all the cultural, artistic and social hotspots Australia’s largest cities have to offer.

Chock-full of the latest tech, JMC has professional recording studios, post-production suites, animation labs, film studios, rehearsal studios, auditoriums, green-screen and motion capture studios, digital editing suits, and an incredible range of industry-ready lighting and camera facilities.

Our campuses are strategically linked to inner-city entertainment precincts, too, as well as record labels, animation studios, film and TV production houses and live-music meccas.

Sydney

561 Harris St
Ultimo NSW 2007
E: sydney@jmc.edu.au
Ph: (02) 8241 8899
Fax: (02) 9212 4801

Melbourne

208 Park St
South Melbourne VIC 3205
E: melbourne@jmc.edu.au
Ph: (03) 9624 2929
Fax: (03) 9696 2520

Brisbane

75 Grey St
South Brisbane QLD 4101
E: brisbane@jmc.edu.au
Ph: (07) 3360 4500
Fax: (07) 3846 3435



02 Safe campus

All students and staff have responsibility:

- ▶ For their own safety and the safety of the others,
- ▶ To comply with safe working and learning practices to prevent injuries and illnesses,
- ▶ Act at all times in a manner which does not place at risk the health and safety of themselves or any other person in the workplace or place of learning.

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

All students are required to:

- ▶ Wear suitable footwear (no open toed shoes i.e. thongs or sandals), otherwise entry will be refused,
- ▶ Obey any reasonable direction that is given to ensure health and safety,
- ▶ Avoid running on campus,
- ▶ Report all spillages to Student Services and any other situations that could cause injury to persons on our campus.

Student welfare

At JMC Academy, it is our responsibility to serve our communities and ensure that the safety and wellbeing of our students and staff is, and always will be, our highest priority and at the forefront of everything we do. In times of any disaster or global crisis, JMC Academy will always follow the advice and directions of Australian Federal and State Governments, and the relevant expert local authorities. We safeguard, look after, and monitor our students' physical, 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 assessment extensions.

Academic support is provided to students who require help with assignments, exams, essays and referencing.

Mental health and wellbeing

JMC Academy 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 manifest any signs and symptoms of struggling with academic work or being under psychological or emotional duress please notify your Lecturer, or Head of Department, or Campus Director immediately.

There are counselling services available on campus for students. The appointments can be booked via Library or Student Services. Students may also access other support avenues like TalkCampus. For more information about counselling and TalkCampus please refer to 'Student Support' (section 9) of this handbook.

Harassment, bullying and discrimination

JMC Academy is committed to actively fostering an inclusive culture that is free from bullying, discrimination and/or harassment of any kind. JMC Academy 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 JMC Academy.

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

JMC Academy 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.

JMC Academy:

- ▶ Sets standards of acceptable behaviour for JMC Academy 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.

JMC Academy 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 JMC Academy website.

LGBTQIA and inclusivity

JMC Academy is dedicated to providing a safe, healthy, and inclusive learning environment for our LGBTQIA+ students and staff. JMC Academy recognises that studying and working may hold additional challenges for someone who identifies as lesbian, gay, transgender, intersex, queer or asexual (LGBTQIA+) which is why we are dedicated to ensuring that our support services, facilities, and communities are LGBTQIA+ inclusive. Please refer to section 13 for external support avenues.

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 JMC Academy 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,
- ▶ 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. Help shape a culture of safety and respect at JMC Academy.

Smoking

JMC Academy is zoned a SMOKE FREE campus. Students found smoking on campus will be expelled as they are in breach of work health and safety (WHS) laws. This includes all boundaries and properties controlled by JMC Academy Management.

This prohibition includes smoking of all tobacco products, including electronic cigarettes. Once outside the boundaries of JMC Academy controlled properties, smoking and use of tobacco products is subject to local laws.

This JMC Academy health initiative is aimed to:

- ▶ Reduce smoking rates amongst staff and students,
- ▶ Provide smoke-free environments to support those interested in reducing smoking or attempting to quit,
- ▶ Eliminate passive smoking and provide a safe and clean environment for all to occupy and enjoy,
- ▶ Significantly reduce littering and pollution of our land and waterways by eliminating the random disposal of cigarette butts,
- ▶ Provide commitment to our local community by promoting evidence of concern of their health and well-being.

For advice and help to quit smoking call Quitline on 13 78 48 or visit <http://www.quitnow.gov.au/>

Alcohol and drug use

There is to be no taking or selling of any drugs and/or alcohol or attending class under the influence of drugs and/or alcohol.

Any student found selling or offering to procure drugs will be expelled. Any student attending JMC Academy under the influence of drugs and/or alcohol will be expelled.

Any student found with drug paraphernalia will also be expelled. In any of the above instances, JMC Academy will request police to investigate.

Nuisance

Although located in a commercial zone, JMC Academy campuses are also located in close proximity to residential areas.

Therefore, it is important that the conduct of JMC Academy students does not impact on the amenity of this residential area.

Classes have been specially structured each day into three sessions with staggered breaks to minimise the number of students on campus at any one time, which in so doing reduces the potential for disturbance to neighbouring properties and residents, particularly in terms of:

- ▶ Noise disturbance,
- ▶ Litter,
- ▶ Utilisation of street car parks.

In addition, we ask that you always remain respectful and behave appropriately when on campus, at venues being used by JMC Academy, at Academy events, and when travelling to and from the campus. Students conducting themselves in an offensive manner may be asked to leave JMC Academy. Students may only congregate in JMC Academy's designated student communal areas during class breaks.

Students are not permitted to congregate on the street in front of the Academy.

Theft and vandalism

Any allegation made against a student of theft, vandalism or destruction of JMC Academy property will be investigated and may require the police to be notified. JMC Academy is under constant video surveillance and any evidence of theft, vandalism and destruction will result in expulsion.

First aid

In emergencies call '000' or '112' on mobiles. All basic requests for first aid should go to Student Services. For serious injuries, please inform your lecturer or Student Services immediately so that the appropriate action can be taken, and incident logged accordingly.

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,
- ▶ Chemical, radiation or bio-hazard spillage.

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

The Critical Incident Response 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. Please refer to section 13 for the details of emergency services.

Evacuation procedure

JMC Academy engages the services of "First Five Minutes" to advise on emergency procedures.

When the fire alarm rings:

- ▶ Proceed at a walking pace to the nearest fire escape (all classrooms have maps that indicate the nearest point),
- ▶ Do not run, shout fire or push others, as this promotes panic,
- ▶ If there is smoke, get down low and go go go!
- ▶ Do not use the lift,
- ▶ Check the emergency exit maps in your classroom to see where to assemble,
- ▶ Stay with the group – Do not wander off.

- ▶ Wait at the assembly point on:
 - Melbourne Campus – corner of Bank St and Palmer Street or corner of Bank St and Bank Pl,
 - Sydney Campus – corner of Bulwara Rd and MacArthur St; MacArthur St Rest Area,
 - Brisbane Campus – Alexander Smith Pl Park, 63 Grey St or Fish Ln,

so that a JMC Academy staff member can account for you. Do not leave until you have been given permission to do so.

Privacy

JMC Academy is committed to preserving your privacy and will:

- ▶ Only collect personal information from you for lawful purposes,
- ▶ Only collect information as it is necessary,
- ▶ Tell you what the information will be used for,
- ▶ Tell you who else, if anyone, will receive that information,
- ▶ Protect personal information from loss, unauthorised access, use, modification or disclosure or other misuse,
- ▶ Not disclose personal information outside JMC Academy except where:
 - You have consented to the disclosure, or the likelihood of disclosure,
 - JMC Academy is required by legislation, court order or other legally enforceable instrument and the request is in a written form,
 - Disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to life or health of any person.



03 In the classroom

At JMC Academy, classroom time is divided between face-to-face classroom sessions, online sessions and practical studio time.

Your attendance and participation in all types of activities are vital to ensure you pass each unit and get the most out of your time at JMC Academy. Teaching and learning at JMC Academy is based on the shared obligation to present content information and practical skills and to 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. With written application and approval from JMC Academy, limited flexibility may be extended to students.

Class times

Classes are structured into three (3) sessions (Monday to Friday). The timetables are reconfigured every study period and therefore may vary, but the typical hours of the day are:

- ▶ Morning 9:00am – 12:00pm,
- ▶ Afternoon 1:00pm – 4:00pm,
- ▶ Evening 5:00pm – 8:00pm.

Classes may be occasionally scheduled on Saturdays and into four (4) hours blocks.

Attendance

All students are required to attend 80% of each and every unit.

Learning to attend regularly and on time is part of acquiring a professional attitude to your work, as is submitting assignments promptly and completely. Future employers/clients will not accept lateness or unprofessional approaches to your work.

Students are required to be in the classroom 5 minutes before the class starts. Students who arrive or log in more than 15 minutes late will be marked absent for that class. Students who are consistently late to class may be reported to Student Services for counselling or disciplinary action.

Please notify Student Services by phone or email if you are going to be absent for more than one day. If you are absent due to illness, we ask that you provide your lecturer with a medical certificate. We will only accept a medical certificate signed by a registered doctor.

Punctuality

Punctuality dramatically affects your understanding of the class material and students who arrive late are also a distraction to other students in the class which impacts learning and the total communication of ideas. If you are more than 15 minutes late, you will be marked as absent, but you can explain your lateness to your lecturer during the class break. You should always allow enough time to get to the Academy when planning your travel.

Participation in class

As part of the JMC Academy's community all students are expected to participate in class discussion and projects and to contribute to the vibrant learning environment. If for whatever reason you are late for a lesson or have missed class, it is up to you to make an effort to catch up by asking friends for help or by contacting your lecturer or Head of Department after class. It is unfair on other students in the class if a lecturer must spend an unreasonable amount of time giving one-on-one instruction.

Teamwork

During the year you will be expected to work on team-based projects with students from other departments. These projects will be excellent opportunities for you to begin to establish industry networks and to build experience in the industry's work settings.

Practical sessions and groups

All Audio Engineering, Film and Television, Design and Music students are timetabled to undertake supervised practical (Prac) and self-directed Prac sessions during the first week of the trimester:

Film and Television

Students will be allocated:

- ▶ A 4-hour weekly Prac Session time for self-paced (self-directed) work in the Studios (trimester 1 student only),
- ▶ All units that have practical components are run as 4-hour classes, and
- ▶ All units that are theory based only are run as 3-hours classes,
- ▶ All students have the option to book 1:1 practical tuition with the facilities staff in the FTV Studios.

Design

- ▶ All units incorporate practical activities which include both analogue and digital tasks.
- ▶ Additional tutorial sessions to support students are scheduled on a needs basis and according to room availability.

Audio Engineering

Students will be allocated:

- ▶ A weekly Practical Group for supervised learning in the appropriate Studio (except for trimester 5 students),
- ▶ Audio students must book their weekly self-paced (self-directed) sessions either in the MIDI Room or an appropriate Studio (through Facilities staff).

Music

Students will be allocated:

- ▶ A 2 hour weekly supervised group Prac Session plus A 2-hour Free Rehearsal Session,
- ▶ All music students are required to attend a Performance Platform class and Instrumental / Vocal class as required. Your Head of Department will inform you about the times you are expected to attend during your first week of study.

Animation and Game Design

- ▶ Lab I and Lab II – after two weeks of introductory presentations, students meet weekly with a designated project supervisor for their project. Weekly meetings are 30 min for Lab I and 45 min for Lab II. In the meeting weeks there are no formal classes. There is a form of collective presentation session in the final week.
 - Lab I – solo projects, and
 - Lab II – small groups.
- ▶ Studio I and II – production meetings are held 2 and 3 times a week respectively. These may occur within class times or outside of them.

Students in all of the above practical units are also expected to log a certain amount of time in supported studio practice sessions, available every afternoon, with a minimum time investment over the duration of the trimester. (20 hours in Lab I and Lab II, class times in Lab I and Lab II – 6 and 9 hours respectively per week).

Your attendance is recorded at practical classes and all students are required to maintain an 80% attendance rate. If you are using your studio time to do location work, then please let your lecturer know 24-48 hours in advance.

It should be noted that these practicals may be scheduled any time during the operating hours of the Campus.

Plato

PLATO is the JMC Academy learning management system that allows students to interact with each other and their lecturers online. It also allows you to access unit outlines and assessment briefs as well as other JMC Academy documentation such as assignment cover sheets, the Student Handbook, the Style Guide and JMC Academy's Policies and Procedures. Your lecturers will be able to place relevant class material online as well as any important dates for your units and you can submit some assignments as notified by your lecturers. You will also be able to participate in class forums, and Teams collaboration space. PLATO is accessible from any computer with an internet connection.

URL: <https://plato.jmccademy.edu.au/>

Username: Student Number

Password: Temporary password will be emailed separately to your JMC email account

Visit the [Academic Support Page](#) for more information about using PLATO.

Paradigm

Paradigm is JMC Academy's software system to manage student data, such as student's personal details, enrolment information and results

You will be able to access it via

www.jmccademy.edu.au or

<https://jmc.edu.net.au/php/index.php>

Teams

This is your chat-based interactive space for collaboration with your classmates and lecturers. When using Teams you will be able to communicate with your peers, share information and ideas, ask questions and voice opinions. You can access your class Team via link provided in PLATO.

Netiquette guidelines

The purpose of these Netiquette (internet etiquette) Guidelines for Students is to encourage and support considerate and respectful interactions in the online environment at JMC Academy. Similar Guidelines document has been developed for staff.

Whether in the face-to-face world or in an online learning space, proper behaviour and etiquette are important while collaborating with your lecturers and peers. Regardless of the virtual or physical working environment, JMC Academy students and staff are required to adhere to the Student Code of Conduct, Staff Code of Conduct, and all JMC Academy Policies and Procedures, and guidelines are available on PLATO.

Useful Links



Access all the Student Portals here:
jmccademy.edu.au/current-students



Watch here to find your guide to getting started at JMC Academy

Be polite and respectful

- ▶ Sign up with your full name – this avoids confusion
- ▶ Place your computer against neutral background and turn on your camera. You may only occasionally, or if directed by your lecturer, turn off your microphone and camera during your class session to avoid unnecessary disruptions.
- ▶ Treat all staff and students and the wider JMC community with respect in emails, chats, feedback or any other form of communication. To promote clarity, a certain level of formality is expected in any form of communication with staff and fellow students in the online learning environment. Please use polite greetings and signatures, full sentences and respectful phrases incorporating “please” and “thank you” where appropriate.
- ▶ Do not:
 - Use bad or offensive language,
 - Discriminate or post pictures which might be offensive,
 - Personally criticise other students or staff,
 - Make personal insulting remarks,
 - Eat,
 - Interrupt teacher or classmates,
 - Scream,
 - Allow distractions – as in your normal classroom all phones should be muted.

Disruptive behaviours will not be tolerated. Lecturer may and will report misbehaving students to Head of Department and/or Campus Director in order to undertake disciplinary actions.

- ▶ When in doubt about how to craft an online contribution, consult your lecturer or a staff member before posting.
- ▶ Always be respectful of others’ opinions even when they differ from your own.
- ▶ When you disagree with someone, you should express your contradictory opinion in a respectful, non-critical way.
- ▶ Don’t be afraid to contribute.

- ▶ Allow for equal participation.
- ▶ Acknowledge other people’s contributions without being judgmental.
- ▶ Consider carefully that there are cultural differences which can greatly affect how online communications are presented and received.

Chats, forums and emails

- ▶ Engage in online discussions and log on regularly to stay aware of developments, to promote interactions and to help support your own and others’ studies.
- ▶ Ensure correct spelling and grammar in all forms of online communication.
- ▶ Proofread emails and online contributions before sending or posting.
- ▶ Avoid acronyms, slang terms and texting abbreviations such as “u” instead of “you.”
- ▶ Avoid using the caps lock feature AS IT CAN BE INTERPRETTED AS “YELLING!”. There are other ways to adjust how text displays (e.g., italics, underline, font colour, font type) to get your point across without appearing angry.
- ▶ Limit the use of emoticons like :) or 😊 - your lecturer will advise what emoticons are allowed.
- ▶ Be concise as long paragraphs may be, at times, difficult to follow.
- ▶ Be cautious when using humour or sarcasm as sometimes it is lost in an email or discussion post and your message might sound offensive. What may seem like an obvious joke to you could come across as rude or harassing to those who do not know you personally. As a rule of thumb, it is best to avoid sarcasm altogether in an online classroom and virtual conversation.
- ▶ Make posts that are relevant to the topic and within the scope of the course material. Be as brief as possible, while still making a thorough comment.
- ▶ Online discussions can move fairly quickly, so it is important to absorb all of the information before crafting and sending a reply.
- ▶ Chats are a place for students to share ideas and ask questions related to the lesson. The class chat is not an instant messenger like you would use with friends. It is a learning functionality. Try not to distract your classmates with off-topic discussions.

- ▶ Ensure you follow the academic rules and policies as they relate to academic integrity and honesty. If you quote others, including other students, in online discussions, ensure the student is acknowledged, using quotation marks and referring to the student and the date of the online quote.

Security

- ▶ Be careful with personal information (both yours and others’).
- ▶ Do not send confidential information via emails, chats and forums.
- ▶ A comment spoken in class can be forgotten quickly, but what you share in an online environment may become a part of a permanent digital record. Internet tends to store things eternally, and what you say privately can easily become public.
- ▶ Do not automatically save passwords on shared computers or devices.

For more information, please refer to: *Cyber Security Policy* and *Acceptable Use of Information Technology Resources Guidelines*.

Academic integrity

At JMC Academy, we value academic integrity. It is vital for students and staff to act with:

Honesty

Means students are honest in all the academic work they do at JMC, and clearly delineate between their work and the work of others they have used. It also means students promote the values of academic honesty among their peers, and do not engage in or encourage other students to engage in improper behaviour as they conduct their academic work.

Trust

Both students and staff nurture and rely on the environment of mutual trust. Such climate promotes and sustains the exchange of ideas, opinions and free academic inquiry.

Fairness

JMC Academy upholds the principles of equal opportunity, inclusion, fairness and respect by establishing clear and transparent expectations, practices and standards.

Respect

Means facing your own challenges with veracity, valuing diversity of opinions and challenging others’ ideas with a professional demeanour.

Responsibility

Means every member of JMC Academy is responsible for preserving and maintaining the principles of the academic integrity.

At JMC, students and staff are expected to:

- ▶ Uphold the principles of academic integrity of honesty, trust, fairness, respect and responsibility during all academic work including online collaborations and assignments,
- ▶ Take responsibility for your own academic work,
- ▶ Always give proper credit when referencing or quoting another source whether in online conversions or assignments.

For more information, please refer to: *Academic Integrity Policy* and *Procedure*.

Inappropriate behaviour

JMC Academy expects all its staff and students to constructively contribute to a creative, safe and diverse learning environment whether online or face-to face, where discrimination, bullying, harassment and sexual misconduct will not be tolerated under any circumstances.

If you are aware of inappropriate online and social media behaviour, clearly ask for it to stop and keep a record of your request. If the behaviour does not stop, do not engage further. Things you can do in these instances are:

- ▶ Report concerning online behaviour to your lecturer verbally or via email,
- ▶ Report concerning online behaviour to your Campus Director by using Application to Lodge a Formal Complaint or Sexual Misconduct Report Form,
- ▶ Block unwanted messages and posts on social media sites,
- ▶ Delete or block the person who is behaving this way,
- ▶ Keep evidence of the behaviour (save texts or emails, and/or take screenshots of social media sites),
- ▶ Get help and support.

For more information, please refer to: *Health, Safety and Wellbeing Policy; Discrimination, Bullying, Harassment and Sexual Misconduct Policy; Diversity, Equity and Inclusion Policy; Student Complaints and Appeals Policy and Procedure; Sexual Assault Procedure and Sexual Harassment Procedure.*

Textbooks and equipment

Students will be provided with a text list at the start of each course. Certain books and/or equipment on the list must be purchased, others will simply be highly recommended. Set texts are compulsory.

Basic items are available at Student Services. Please check this in case you need to purchase your supplies externally.

Student Services generally has (subject to availability) in stock:

- ▶ Ear plugs,
- ▶ Erasers,
- ▶ USBs,
- ▶ Headphones,
- ▶ Peg Bars (Animation),
- ▶ Guitar Strings,
- ▶ Microphones + Leads,
- ▶ Pro Tools (Music/Audio),
- ▶ Drum Sticks,
- ▶ Art Packs (Animation + Games).

DO NOT leave your purchases until the day you require them!

Mentors for undergraduate trimester one students

JMC Academy has a mentoring program for all undergraduate Trimester 1 students that aims to support and assist students in adapting to tertiary education by providing opportunities to foster integration into the JMC Academy community through mentoring. Mentoring provides the perfect opportunity to give support to new students independent of their culture, background, language or religion.

A mentor is a human signpost – someone who can point you in the right direction if you need help. A mentor is a friendly face on campus and provides students with a professional friend. You will be contacted by your mentor through your JMC email address upon commencement of your course. If you have commenced Trimester 1 and a mentor has not been in contact with you then please contact Student Services.

Off-campus activities

At JMC Academy we recognise that most off-campus activities entail risks that are no greater than the participants would face in everyday life and can be safely carried out with minimal planning and preparation. However, where an activity entails risks higher than this, appropriate advance planning, preparation, and training must be carried out by staff and students so that the foreseeable risks are appropriately managed, and an activity safety plan is approved before the activity takes place. In circumstances where it is concluded that the risks are unmanageable, the activity should not be carried out.

Overseas study opportunities

JMC offers some overseas study and international exchange opportunities to bachelor degree students. Please contact International Services to find out more.

QILT and Student Experience Surveys

You will be asked to provide feedback on one or more of the units you are studying, lecturers and assessments. JMC Academy uses this information to improve the unit when it is next delivered and genuinely values your opinion.

JMC Academy also participates in 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/>





04 Assessments

It is our mission to prepare you for the future by investing in you the critical reasoning and mental smarts to deal with every situation. This can be achieved by ensuring that you are given hands-on practical and technical knowledge reflective of the way things are done in industry and how this develops alongside changes in technology.

Our uniquely balanced teaching and assessment methods combine face-to-face 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 JMC.

Teaching and learning is based on the shared obligation to present content information and practical skills, and to then assess student achievement in a timely manner within each study period. 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 study period of study, you must have completed all prerequisite units.

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

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

Freedom of speech

JMC Academy'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.

Unit outlines

For each unit, each student will receive a Unit Outline 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 Outline at the beginning of the study period must obtain a copy directly from their lecturer. Copies are also available to download on JMC Academy's learning management system – PLATO.

Assessment Brief for each assessment task provides detailed background information, direction and academic guidance for each assessment.

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

Assignments

Students are required to submit the assignments as their own work on set dates as outlined in the Unit Outline. Students must always retain full and complete copies of work submitted to JMC Academy 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 each study period in addition to assessment marks. Final grades may also be subject to approval by the Academic Board.

Please note that JMC Academy reserves the right to utilise student works for Marketing and Promotional purposes.

Assessment weeks

To assist with the workload, JMC Academy has two Assessment Weeks at the end of the study period where performance assessments, exams, and exam re-sits may be scheduled.

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.

Academic misconduct 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 back of the JMC Academy Assessment Cover Sheet.

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.

Word counts

For all written assessments, where relevant, the limit is set on the maximum number of words allowed to be used, expressed numerically. Where relevant, students should include a word count in their assessment submission. Word counts are subject to a tolerance of (+) or (-) 10% of the stipulated limit.

The marker will assess, award marks, and provide feedback only for the content of the assessment within the word count as set for that assessment in the unit outline ((+) 10%).

Examinations

Exam is a type of assessment. On the day of an exam you must arrive at least 15 minutes before the start of the exam. Use this time to settle yourself and get prepared.

Only resources/materials/devices approved by the unit coordinator are allowed during the exam. Use of mobile phones is strictly prohibited in the exam room. Regardless of the circumstance, any student found using a mobile phone during an exam will face immediate expulsion from the exam on suspicion of cheating.

In some circumstances, bi-lingual dictionaries (which translate an English word to a non-English word) may be used once checked and approved by the exam invigilator.

Assignment resubmission and exam re-sits

Students are not able to re-submit the assignments or re-sit the exams unless:

- ▶ Resubmission/re-sit is permitted under the Assessment Management Policy and Procedure (also see subsection: Re-assessments),
- ▶ A Special Consideration Application is approved by the Head of Department (HoD).

In some cases, where the student has failed an exam, they may be required to complete a different assessment activity.

Late submissions

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. 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 Policy and 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 for a particular assignment's due date by completing an Application for Assessment Extension, 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 assignment submissions, days are counted as calendar days.

Re-assessments

First trimester undergraduate students only

To assist undergraduate students who are in their first trimester of study familiarise themselves with JMC Academy'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.

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 assignment submissions, days are counted as calendar days.

Re-collecting assignments

Student assessments and projects will be kept on the JMC Academy premises for a period of 16 weeks after the end of the unit after which time will be discarded if not collected.

Extensions

If needed, within a study period, students may apply for a standard extension of time to complete set assignments due to special circumstances, using an appropriate form available from Student Services. This form must be completed and lodged at least three (3) business days prior to the due date. Lodgment 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 the study period, a separate application for 'Special Consideration' must be submitted.

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,
- ▶ The circumstances made it impracticable for the student to complete the requirements for the assessment/s,
- ▶ The circumstances made their full impact on the student after census date for the unit of study in question.

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.





Academic honesty and misconduct

As a JMC Academy 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 (including self-plagiarism), collusion, cheating and contract cheating, falsification, fabrication and enabling academic misconduct. You are responsible for reading and understanding JMC Academy'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, JMC Academy 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 Director.

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 Procedure.

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 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.

Self-plagiarism

Self-plagiarism is when a student uses their work (either in its entirety or in parts) for more than one assessment task in the same unit, as in the case of repeating a unit or in subsequent units, it may include but is not limited to:

- ▶ Recycling your own work in part or in full without reference, including:
 - Reusing work you have submitted for the same subject (as in the case of repeating a unit),
 - Reusing work you have submitted for another unit,
 - Reusing work you have submitted for another institution,
 - Publishing work you have previously published,
- ▶ Publishing significant research as a number of smaller studies to increase publication count.

Permitted re-submissions and work done for assessment tasks that are cumulative are not considered self-plagiarism.

Grades

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

Grade	Mark	Descriptor	Grade points
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 of the learning outcomes specified for the unit of study.	7
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.	6
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.	5
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.	4
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.	1
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.	0
Recognition of Prior Learning (RPL)		Student has provided verified documentary evidence that they already have gained the skills and knowledge in a specific unit through a combination of study, life, and work experience.	N/A
Withdrawn (W)		Withdrawn grade notation is awarded to student who has withdrawn from the unit of study without academic penalty.	N/A
Withdrawn Fail (WF)		Withdrawn grade notation is awarded to student who has withdrawn from the unit of study with academic penalty. This is an academic Fail.	0
Ungraded		Ungraded grade notation the completion is awarded to student who has not completed assessment task(s) by the end of the teaching period or all necessary procedures for the final assessment of a unit have not been completed.	N/A

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.

Grade point average (GPA)

Grade Point Average (GPA), is an average grade that measures a student's overall academic performance, is calculated for students at the end of each study period and upon completion of the entire course. GPA is calculated from all the completed units, at JMC Academy, with published grades. GPA is available on the student portal and included in the Academic Transcript.

Weighted average mark (WAM)

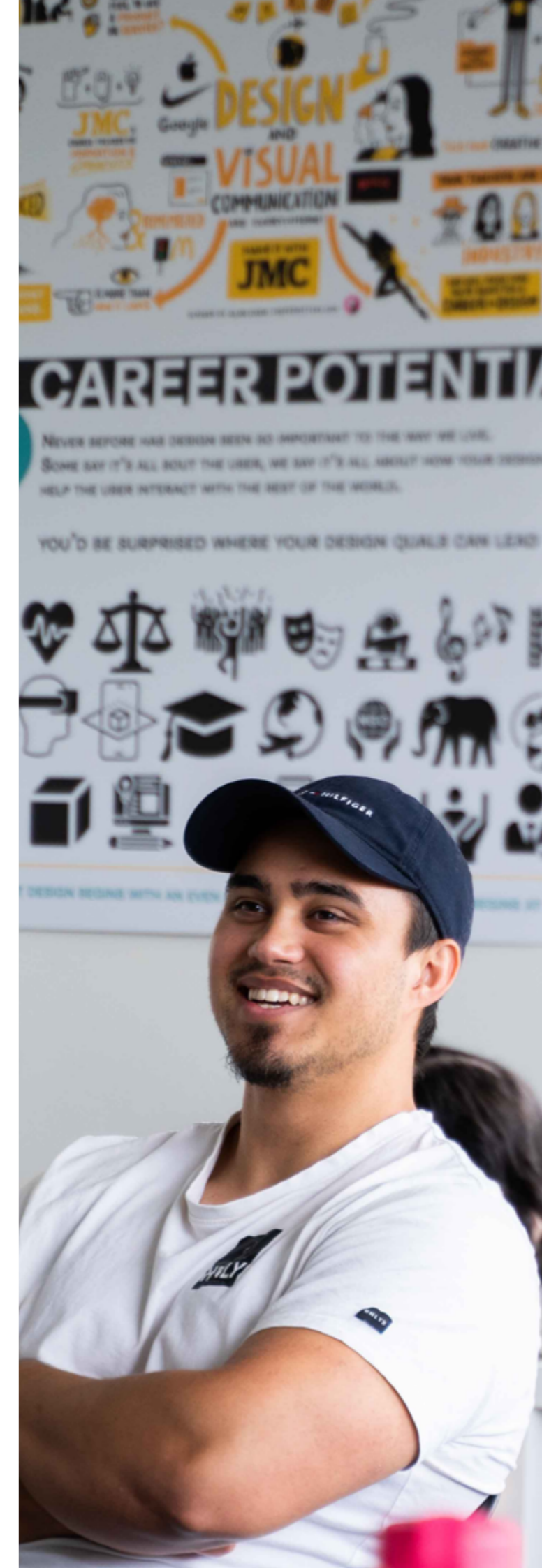
Weighted Average Mark (WAM), is an average mark that measures a student's overall academic performance, is calculated for students at the end of each study period and upon completion of the entire course. WAM is calculated from all the completed units, at JMC Academy, with published grades. WAM is available on the student portal and included in the Academic Transcript.

Results

Assessment Results are handed to Student Services by the lecturer after marking has been completed. Student Services 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 called Paradigm to ensure correctness (accessed via <https://jmc.edu.net.au/php/index.php>)

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 study period have been finalised. Official transcripts will only be produced upon completion of your study and once all assessments have been tabulated.



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. If you are certain you would like to challenge the mark you will need to complete and submit to Student Services 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 Student Services.

After requesting an appeal, the following will occur:

- ▶ You will be contacted by Student Services 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 Director. 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 JMC Academy,
- ▶ If the matter cannot be resolved at that meeting, then the matter will be referred to the Dean,
- ▶ In consultation with the student, the Dean 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.

Academic progress

Satisfactory academic progress

- ▶ Student who passes every unit in any given study period.

Conditional academic progress (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 progress (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.

Unsatisfactory academic progress (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 marks of all weighted assessment tasks 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 marks of all their weighted assessment tasks 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 initialised, the Head of Department will meet with the student to determine the best course of action.

Students who are **not achieving satisfactory academic progress** are students who:

- ▶ Failed 50% or more of study load (EFTSL) in two consecutive study periods, or
- ▶ Failed the same unit three times.

Domestic Students

Domestic students, who are deemed as not achieving satisfactory academic progress, and who have been previously offered support to aid their progress, will receive a written notice of intention to cancel their enrolment. **Unsatisfactory Academic Progress may affect your access to FEE-HELP Assistance.**

International Students

International students who are deemed as not achieving satisfactory academic progress, and who have been previously offered support to aid their progress, 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 (e-CoE) cancelled, which may also lead to cancellation of their visa.

Student Project — Insurances

JMC Academy provides students with the following insurances:

Public Liability covers anyone who enters JMC Academy premises and provides protection for claims made by third parties for damage or injury in those instances where JMC may be proven liable. It covers liability for personal injury and/or property damage caused by an event in connection with JMC Academy activities. The student activity must be approved by lecturers or senior staff of JMC. A \$1000 excess is payable by the student if found that damage or injury was caused by unsafe practices. Any property damage caused by negligence or deliberate actions will be paid in full by the student and result in disciplinary action.

Volunteer Insurance is a very limited insurance that provides up to \$500 a week in salary relief to unpaid volunteers who are injured whilst working on a set, expo etc. It also provides medical coverage over what has been claimed on Medicare by a volunteer. Private treatments are not covered by this insurance.

For all paid talents (actors, performers, crew), it is the student's responsibility to provide their own insurances i.e. Public Liability, Personal Accident Insurance or Injury Insurance.

Equipment Insurance is provided for JMC equipment used on and off site with permission of a lecturer or senior staff. Students are responsible for the safe use and storage of the equipment. Whilst covered by insurance, a \$1000 excess is payable if equipment is mishandled and full cost of the equipment payable plus possible disciplinary action if the student was negligent in its use or the equipment was not secured at the student's home whilst not being used.



05 Facilities

As a JMC Academy student, you have access to professional standard studios and laboratories in which to conduct your “practical” work.

Please remember that you are responsible as an individual for the equipment you use during any session at JMC Academy.

Access to the equipment at JMC Academy is part of your studies, and we ask that you be careful and respectful around the equipment.

- ▶ There is to be no food or drink in any studio or laboratory at any time.
- ▶ You must wear appropriate footwear, protecting the entire foot.
- ▶ ID card in a lanyard must be worn at all times.
- ▶ Please report any faults or maintenance issues that you either cause or notice.

Computers

Student passwords and logon ID's are issued by Student Services. JMC Academy accepts NO RESPONSIBILITY for any unsaved work left by students on computer hard drives. Always save to a removable format and always keep backup copies of personal work done in class or studio sessions at JMC Academy.

Students need to have access to the Microsoft Office Suite which may also be accessible through your Office 365 account as a number of units require presentations and assessments to be submitted in these formats. Students must also provide their own hard drive for storing, saving and submitting work as required.

Studio bookings

Students involved in studio bookings must abide by the terms and conditions on the Equipment Booking Sheet. Any student who fails to abide by these conditions will not only be excluded from any further self-directed bookings but will also have studio booking privileges revoked for two weeks.

Any student who fails to attend a Studio booking will also have booking privileges revoked for two weeks.

- ▶ Bookings must be made in advance to use JMC Academy facilities.
- ▶ Students may only book facilities that directly relate to their course of study.
- ▶ Studio facilities and the HD Mix down suite can be booked at the Studio office (maximum two weeks in advance).
- ▶ The MIDI room and Digital Media Labs can be booked at Student Services.
- ▶ Self-paced time for all facilities is booked on a 'first in' basis.
- ▶ There is not always a guarantee that the piece of equipment will be available as it may already be booked.
- ▶ Students will be held responsible for the proper use and safe return of all equipment.
- ▶ Students must supply and use their own personal headphones due to WHS (no less than 5 OHMS).
- ▶ MIDI and Computer Labs may be booked for use during the study period during the operating hours specified, Monday to Saturday. As student numbers and demand on facilities subsequently increases JMC Academy will introduce flexible arrangements for extended access as may be deemed necessary by the Campus Director.
- ▶ Any information on the computer drives can be wiped at any time. Make sure you have saved your work to a removable format so that it will not be lost.
- ▶ It is compulsory to have an external hard drive, and we recommend: 320 gigabyte capacity, USB and Firewire interfaces.
- ▶ It is recommended you have a scientific calculator of your choice.
- ▶ Please note that these times may change during certain times of the year (i.e. study period break).

Please observe the studios rules of use.
Failure to do so could jeopardise your access to these facilities.

A Student ID card is to be worn at all times.
No Student ID card – No entry

Audio studios

JMC Academy Audio Studios are to be regarded as a commercial Recording Studio complex.

- ▶ Students are expected to use the studio equipment and facilities in a sensible and responsible way and behave professionally at all times. There is to be no food or drink in any studio at any time.
- ▶ Students who attend practical sessions must bring the appropriate text and materials for each and every lesson (recording medium, headphones etc).
- ▶ Artists or musicians who are participating in student practical sessions will be required to comply with all JMC Academy rules. Without exception, no artist, musician or any person other than JMC Academy students or staff are permitted to operate the equipment in any JMC Academy facility.
- ▶ The Facilities Supervisor and Assistants have the right to refuse entry to any artist or musician. They may also ask them to leave at any time.
- ▶ The audio course requires students to record several songs for practical submission. Where required, students must make their own arrangements to record bands, artists or musicians. These master recordings or copies cannot be used for commercial purposes.
- ▶ 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.
- ▶ JMC Academy accepts no responsibility for any unsaved work left on computers.
- ▶ Attendance of less than 80 % will result in the re-sitting of an entire practical unit. This will also include repayment of fees for the unit.
- ▶ Lateness of more than 15 minutes may result in the student being marked absent.
- ▶ Ensure that you remove all personal items after class. JMC Academy accepts no responsibility for lost items. Students are responsible for any loss or damage of equipment that may occur.

Animation and Game Design and Film editing labs

- ▶ Students are not permitted to eat or drink in these rooms at any time.
- ▶ 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.
- ▶ JMC Academy 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: 320 Gigabytes.
- ▶ No student is permitted to download from the JMC Academy 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 or access your email.
- ▶ Computers are available in the Student Lounge and Library for email access.
- ▶ 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. JMC Academy accepts no responsibility for lost items.
- ▶ Students are responsible for any loss or damage of equipment that may occur.

Film and TV studios

- ▶ All bookings are to be made using 24-Hour Time.
- ▶ All CANCELLATIONS must be notified as soon as possible, or penalties will apply.
- ▶ Under no circumstances can a student enter the Lock Up cupboard.
- ▶ You must allow a minimum of fifteen minutes for CHECK IN. All students must have the FTV Facilities Supervisor or Facilities or FTV Assistant sign out all equipment.
- ▶ On returning the equipment, all students need to ensure that an Assistant signs it back in.
- ▶ Film and TV equipment must be returned and checked in within a 24-hour period (unless prior approval has been obtained).
- ▶ JMC Academy 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: 320 Gigabytes.
- ▶ For further details please refer to the student Film & TV Studio Procedures which you can obtain from that department.
- ▶ Ensure that you remove all personal items after class. JMC Academy accepts no responsibility for lost items.
- ▶ 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: 320 Gigabytes.
- ▶ Students are responsible for any loss or damage of equipment that may occur.

Music rehearsal rooms and Songwriting studios

- ▶ Absolutely no food or drink is to be taken into the rehearsal rooms.
- ▶ Each rehearsal room has drums, bass and guitar amps, keyboards and a PA.
- ▶ Students must bring their own guitars, bass, cymbals and microphones to rehearsals as detailed on your book list.
- ▶ Guitar, bass and keyboards need to bring their own leads to plug into amps, as detailed on your book list.
- ▶ When rehearsals are complete please turn all instruments and power points off.
- ▶ When rehearsals are complete please make sure all rooms are left tidy.
- ▶ If an instrument is damaged during rehearsals please report damage to Facilities Supervisor or a Facilities Assistant, in order for the instrument to be repaired as soon as possible.
- ▶ Students are responsible for any loss or damage of equipment that may occur.
- ▶ Students must comply with safe hearing practices (e.g. Use of Ear plugs, Maximum Volume Levels).
- ▶ Ensure that you remove all personal items after class. JMC Academy accepts no responsibility for lost items.



06 Undergraduate Internship Program

Gaining real world work-place experience is an important part of your education here at JMC Academy. We do everything we can to make your time at JMC Academy be about your profession and being a professional. This includes offering you the opportunity to undertake an internship as a unit of study in your course.

Not every student can enrol in the unit as certain criteria must be met, the most important of which is your capability to represent yourself in your best light.

JMC Academy's unit of study COL401 Internship is therefore available to undergraduate students who:

- ▶ Are going into Trimester 5 or 6,
- ▶ Have achieved a credit grade point average for all their previous (Trimester 4 or Trimester 5) units,
- ▶ Have a project in mind that can be meaningfully conducted in a workplace, and
- ▶ Have the full support of their Head of Department.

You will be required to submit your application to study COL401 Internship no later than week 10 of the trimester prior to you undertaking the unit. There is an application form for this process.

In the application form, you will need to state how your proposed workplace experience will address the unit's learning outcomes, namely the:

- ▶ Integration of theory into workplace practice,
- ▶ Adaption of relevant skills to the workplace,
- ▶ Critical reflection on workplace practice,
- ▶ The presentation of an analysis of your experience in relevant formats.

COL401 Learning outcomes

- ▶ Apply and integrate relevant knowledge from students' major area of study and transform it into workplace practice.
- ▶ Engage professionally and productively with specialist and non-specialist audiences.
- ▶ Critically reflect and analyse the design, implementation, and evaluation of their workplace practice's project or activities according to Gibb's reflective cycle.
- ▶ Create a professional development plan to demonstrate the students' experiential learning during the Internship.

What you can do as an internship

The purpose of this unit is to give you the opportunity to practice what you have been learning at JMC in a workplace, and to report on what you learned from the experience.

The Internship unit is designed to be flexible, which means you could use this unit to (for example):

- ▶ Write an episode of a soapie, alongside others in a production's writers' room,
- ▶ Develop characters alongside studio professionals working on a major animation project,
- ▶ Perform with Tamworth's lead act on the main stage on the first night,
- ▶ Work with a location scouter, taking audio recordings for your Foley portfolio,
- ▶ 'Shadow' an international tour manager while in town working on a stadium performance,
- ▶ Work as the cinematographer with a small production team making an indie music video,
- ▶ Work on a visual communication strategy with a leading design thinking consultancy,
- ▶ Work on a funding application and project for a publicly commissioned art installation...

Once you have done the work, then you can take the time to critically reflect upon and share your experiences, to learn a little bit more about the world of work and your place as a creative.

Interested?

Let your head of department know as soon as you can in Trimester 4 that you are interested in COL401 and seek their advice on whether doing this unit would benefit you meeting your professional goals.

Your campus' Internship coordinator and/or your head of department will guide you through the process of applying to enroll in this unit, as well as assist you to refine your workplace project and goal. They will also talk you through the requirements of the unit, so that you understand your role and responsibilities, including the assessment tasks.

It is important that you make the approach to your Head of Department in your Trimester 4, as COL401 is only available to those studying in Trimester 5 or 6, and time is needed to make all the necessary arrangements.

Frequently asked questions

What can I do for an internship?

This really depends on your discipline and your specific interest, and which skills and knowledge you want to practice and develop in the workplace. In the first place, discuss your ideas with your Head of Department.

How hard does my project need to be?

Your project needs to be personally challenging to make it worth your while. You will need to present a project with the potential for you to:

- ▶ Apply your deep understanding of the theories and techniques of your practice in a workplace,
- ▶ Analyse and evaluate information to complete the project,
- ▶ Identify (sometimes complex) problems and work (with others/individually) to generate a range of possible solutions and implement the best one for the situation,
- ▶ Communicate (knowledge, skills, ideas, solutions) to others,
- ▶ Help out usefully, as and when required.

What are internship goals?

Generally, for each individual they may be something like:

- ▶ To gauge my ability to write a scene for a 'soapie' based on what I have learned in Screenwriting 1 and 2,
- ▶ To fully understand what is involved in managing an international tour for a headline artist by participating in a tour,
- ▶ To gauge my level of expertise in character development in relation to professionals,
- ▶ To collect artefacts for my professional practice,
- ▶ To hone my stagecraft skills by performing as a professional,
- ▶ As a cinematographer, to understand and realise the creative vision of a director.

There is one goal that all interns have:

Develop and/or Assess my 'employability' skills in relation to my working peers.

Can I get paid while I am doing my internship?

The internship is not an opportunity for an employer to exploit you or to take away work that would otherwise be done by an employee, so no.

Can I do my Internship with my current employer?

Yes. As long as JMC Academy has confirmed that the worksite meets requirements, there is a suitable workplace supervisor and the difference is abundantly clear between what you are doing for your JMC Academy project and your paid work.

When can I do the internship?

We understand that beginning your internship may not correspond to trimester dates, so every effort will be made to be flexible in this regard.

Are there any additional costs in doing an internship unit?

Apart from the unit fee, there should not be any additional costs. The costs of getting to and from the workplace will probably be about the same as the cost of getting to and from your Campus, and your normal school equipment should be sufficient to carry out your project in the workplace. Any resources required need to be supplied/available from your Internship Host.

If you are being asked to pay for things, just let your Intern Host know that you didn't think that was part of the agreement, and that you will contact your Head of Department, Unit/Internship Coordinator or Campus Director to check. Do that as soon as practical, and before you spend or commit to spend.

Can I do the Internship unit twice?

The internship unit fulfills a very specific purpose, and all JMC Bachelor courses have been designed to give you one opportunity to do an Internship unit. Make the most of it.

What risks are there in doing an internship?

The only risk is that you will be personally challenged. The internship needs to challenge you, otherwise it will probably be a futile experience. From another perspective, if the workplace is initially assessed as unsafe, then the internship will not go ahead. Similarly, if the workplace becomes unsafe during the internship, then the internship will cease immediately. It will only recommence if the risk to safety has been adequately addressed. If it can't be, then JMC Academy will make other arrangements for you to complete the unit. Your workplace supervisor will be properly briefed to understand the imperative of keeping you safe, in accordance with legislation, and related policies and procedures.

You also need to take responsibility for your own safety. If you feel you are at risk of harm, and/or know that you are, then you must leave the workplace straightaway following the workplaces procedures, and immediately contact JMC.

Can I fail an internship?

Yes, you most certainly can if you do not achieve the Learning Outcomes. This means you need to do all the assessment tasks and because of the way they are weighted, you will have to at least pass them all to pass the unit.

Can I apply for RPL for this unit?

Sure. Use the Application for RPL form. Remember: the onus is on you to demonstrate that you already meet the learning outcomes for this unit, it is not your Head of Department's responsibility to accept that you do (because they know you so well, they've seen you perform and so on)—that's not enough of the right type of evidence.



07

Master of Creative Industries Grant

Who can apply?

Grants are only available to semester 3 and 4 Master of Creative Industries (MCI) students. Each student can apply for up to \$3000 over the course of semester three and four. Students can break up the grant into smaller amount requests and apply multiple times.

What can the grant be used for?

The application must be for costs that will be incurred during semester three and four of their study. It cannot be for expenses that have already been paid prior to the start of semester three or will incur after semester four is completed.

Examples of permitted uses of the funds:

- ▶ Hire of equipment,
- ▶ Venue hire,
- ▶ Licensing of materials and programmes,
- ▶ Travel and accommodation costs within Australia,
- ▶ Non-alcoholic catering,
- ▶ Conference or industry market registration fees,
- ▶ Proof reading of final thesis document.

Examples of what the grant cannot be used for:

- ▶ Alcohol,
- ▶ Purchasing of equipment,
- ▶ Payment to self for work done,
- ▶ International travel,
- ▶ Short courses or other forms of education,
- ▶ Expenses already incurred, subject to special circumstances.

What information will you need to supply in the application?

The application includes an itemisation of costs for the project, including costs that JMC may fund, and costs funded through other sources. The application includes a schedule of when the monies will be spent. They can be spent over the course of semester three and semester four.

Grant due dates

- ▶ Round one is due on Friday at 5pm of week 5 of the semester.
- ▶ Round two is due on Friday at 5pm of week 10 of the semester.
- ▶ Applications will not be accepted after the due date.
- ▶ Applications must be complete and signed to be considered.
- ▶ Applicants will be notified of the outcome within 7 days of the deadline.
- ▶ The grant committee may choose to partially fund an application.
- ▶ Funds for successful applicants will be paid into your Australian bank account. Students will then be responsible for making any payments indicated in the grant application form.



08 Testamurs + Transcripts

Higher education

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.

JMC Academy will only issue a Testamur 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. HE Academic Transcript is inclusive of Grade Point Average (GPA) and Weighted Average Mark (WAM). JMC Academy 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.

Vocational education training

A **Testamur** is only issued to students who have met all the requirements of the award.

Record of Results is a certified record of all results which a student has obtained in units leading to a qualification. JMC Academy 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.

JMC Academy will also issue a Statement of Attainment to a student who withdraws from the course before completing the award.





09 Student support

Regardless of how talented you are, sometimes you need the right support in order to hone your skills, and drive a truly remarkable career.

Each campus has a dedicated academic support expert who may help students individually or through a series of academic workshops run regularly throughout the year. These workshops are organised by the academic support person and may include:

- ▶ Exam preparation
- ▶ CVs and cover letters
- ▶ Business plans
- ▶ Presenting
- ▶ Researching
- ▶ Study skills and time management
- ▶ Note taking
- ▶ Computer skills
- ▶ Academic writing
- ▶ Mindfulness sessions
- ▶ Time and Stress Management
- ▶ ESL support

Support and intervention strategies

JMC Academy is committed to providing academic and pastoral support and assistance to all students, identified as 'at risk' of not achieving full satisfactory academic progress.

Monitoring and early identification of academically 'at risk' students is conducted on a regular basis. A wide range of support and intervention strategies are offered to students identified as 'at risk'. These strategies are designed to help advance students in their enrolment and provide them with a supportive learning environment to ensure academic success.

Support and intervention strategies may include but are not limited to:

- ▶ Invitation and encouragement to attend start up program (This program is open for all students with students in their first study period in focus),
- ▶ Invitation and encouragement to attend various academic and life skills workshops offered,
- ▶ Frequent contact and follow-up checks from the Academic Support Services team,
- ▶ 'Hand-In' - Transition Assistance Program (TAP),
- ▶ Regular 1-on-1 meetings with the Academic Support Services team for individual assistance,
- ▶ Recommendation of Counsellor's assistance with personal matters and/or wellbeing if necessary,
- ▶ Creation of, or amendment to, a Learning Support Plan wherein reasonable adjustment is instigated where disabilities or medical conditions are impacting on the student's ability to participate or progress,
- ▶ Referral to an academic staff member for additional assistance,
- ▶ Specification of units for the current/next study period,
- ▶ Restriction in the number of units (reduced study load) for the current/next study period,
- ▶ Specification of attendance or participation requirements,
- ▶ Structured Study Plan,
- ▶ Structured Learning Agreement,
- ▶ Other interventions appropriate to the case.

Library

JMC Academy Librarians are experienced and trained professionals who can:

- ▶ Help you locate the best resources and information to complete your assignments,
- ▶ Advise you on correct referencing,
- ▶ Answer any other Library related questions.

Databases (JMC subscriptions)

- ▶ EBSCO: Search a wide range of academic journals on many subjects
- ▶ Audio Engineering Society e-library Papers from the professional society for audio technology
- ▶ Stash Media News, research and inspiration for animation, motion graphics and VFX
- ▶ Sound on Sound Magazine Recording technology magazine
- ▶ Hit Songs Deconstructed The #1 Source for Hit Songwriting Analysis
- ▶ Video tutorial on using EBSCO
- ▶ Beamafilm
- ▶ Drama Online
- ▶ Kanopy
- ▶ Digital Theatre Plus

eBooks

- ▶ ProQuest eBook Central Authoritative eBooks at your fingertips

Other library catalogues

- ▶ Trove maintained by The National Library of Australia, to find resources in various formats such as books, images, historic newspapers, maps, music, archives and websites
- ▶ National Library of Australia
- ▶ State Library of Victoria
- ▶ State Library of New South Wales
- ▶ Powerhouse Museum Library
- ▶ State Library of Queensland

How much content can you use?

Your institution has access to the Statutory Education Licence, enabling employees to:

- Photocopy content
- Print, scan, download and email content for distribution to students
- Store and display content on the intranet
- Share content in course materials



10% of a book or one chapter (whichever is greater)



A play, script, short story, text or poem in an anthology if that work comprises not more than 15 pages of that anthology



10% of sheet music



An image, map or illustration if it accompanies text for the purpose of explaining or illustrating the text or is not published separately



An article contained in any issue of a periodical publication (i.e. newspaper/journal) or **two or more articles** contained in any issue of a periodical publication provided they relate to the same subject matter



A book, text, image, play or sheet music if a new copy of that work cannot be obtained commercially within a reasonable period of time



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1800 066 844
educationlicences@copyright.com.au
copyright.com.au

COPYRIGHTAGENCY

Copyright

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

As a condition of enrolment, JMC Academy retains a non-exclusive, perpetual, royalty-free, worldwide license to use all student works generated in the

course of academic work at JMC Academy for non-profit educational, marketing or promotional use. In the event that the student chooses to use their work for commercial purposes, recognition of JMC Academy is essential.

If the student conducts a research project and they have signed a funding or research agreement, then ownership may be subject to the terms of the agreement.

Counselling

At JMC Academy we offer counselling services if you are experiencing personal difficulties. It provides a confidential and neutral place to freely express your needs and concerns. Counselling appointments are free of charge and confidential. You can talk with the counsellor about any concerns which may be affecting your studies. Some common issues may include:

- ▶ Relationships
- ▶ Procrastination
- ▶ Difficulties with time management
- ▶ Feeling down or stressed out
- ▶ Feeling unmotivated with studies
- ▶ Drug and alcohol abuse
- ▶ Difficulties with concentration
- ▶ Sexuality
- ▶ Problems with employment, accommodation or finances
- ▶ Self-esteem and identity
- ▶ Bullying, harassment or abuse

Please check the counsellor availability at your local Campus Student Services or/and Campus Library.

TalkCampus

TalkCampus is the leading global peer network that provides free and instant support for students specifically with mental health and wellbeing challenges. This means you don't need to struggle alone! You can talk to your peers about your concerns and issues anytime and anywhere. TalkCampus provides:

- ▶ Free, 24/7 instant online support for your mental health,
- ▶ Anonymous, safe spaces where people CAN share,
- ▶ No discrimination, No stigma, No judgment,
- ▶ A world class real-time safeguarding and moderation that is clinically governed.

You can download the app to your device via App Store or Google Play and access it immediately.

Student Representative Council

SRC represents your and your peers' interests at JMC Academy's Academic Board.

The SRC promotes the collective interests and academic wellbeing of all students at JMC Academy. SRC members are elected by their fellow students to form small groups that work in a variety of ways to enhance the student experience and encourage participation in all aspects of college life.

At JMC Academy the SRC works democratically to represent the student body in the Academy's decision making process. Students communicate with their peers on each campus and work together with staff members to:

- ▶ Stimulate and contribute student ideas,
- ▶ Identify, promote and develop activities and services relevant to the student body,
- ▶ Encourage student participation and support for internal and external college events,
- ▶ Share information with the student body in relation to the above.

On each JMC Academy campus the SRC is comprised of one student from each of the five programs in each level of study, plus at least one international student representative. Regular SRC meetings are held with nominated Academy staff and the Campus Director to address an agreed agenda.

Nominations for representatives are called for by the Campus Director at the beginning of each year. A representative is elected for a 12 month period. At their first Council meeting the representatives elect a president and vice president, the president is automatically the nominee for the Academic Board meetings, and the vice president, the substitute when the president is unavailable for an Academic Board meeting, or an SRC meeting. Academic Board membership takes place on rotating basis, to ensure SRC president from every campus has the opportunity to represent students at the Academic Board.

The frequency of SRC meetings is up to the SRC but must always occur once before an Academic Board meeting, so that issues can be communicated, and must always occur shortly after an Academic Board meeting so that Board decisions can be relayed back to student representatives.

To contact your representative, please ask at Student Services.

10 International Students

International Students Office
 208 Park St South Melbourne VIC 3205
 E: international@jmc.edu.au
 Ph: (03) 9624 2929
 Fax: (03) 9696 2520

Department of Home Affairs
 Website: www.homeaffairs.gov.au
 General Enquiries: 131 881
 See: www.homeaffairs.gov.au for more information

Consulates
 Please see Student Services for the address and contact number for your Consulate General, or use www.whitepages.com.au

Overseas student health cover

International students are required by law to maintain adequate health cover during their time in Australia. JMC Academy 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.

This may include:

- ▶ Visiting the doctor or specialists,
- ▶ Emergency ambulance,
- ▶ Some hospital treatment,
- ▶ Some prescription medications.

For more information:
www.health.gov.au/resources/publications/overseas-student-health-cover-oshc-fact-sheet

Overseas Student Ombudsman

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

For more information please visit:
www.ombudsman.gov.au

Arriving on campus

Prior to classes commencing, or within the first week of class, all students must present the following to their campus student services:

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

International student support

JMC Academy offers internal and external student support services including:

- ▶ Peer mentoring program,
- ▶ Foundation course before studies,
- ▶ Pre-arrival orientation presentation,
- ▶ On-campus orientation,
- ▶ Academic support staff,
- ▶ On-campus counsellor,
- ▶ On-going support from International Services,
- ▶ On-campus English Language support,
- ▶ Off-campus support through a network of English language colleges where more intensive help is required.

Please contact International Services Office for more information about additional ongoing and temporary support avenues and help options.

Accommodation

Accommodation is not available on campus at JMC, 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.

Hostels
<https://www.yha.com.au/>

Shared accommodation
<https://flatmates.com.au/easyroommate.com>

Home stays
homestaynetwork.org
www.homestay.com/australia

Ask our International team for more advice on these options.

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.

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 JMC Academy of your new address within seven days of the change. JMC 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 Services to notify JMC Academy of any changes to your contact details.

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.

Public transport (cont.)

- ▶ 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 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 have 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 jewellery, electronic equipment such as iPads and your passport
- ▶ Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places,
- ▶ Call 000 in the event of an emergency. Remember, calls to 000 are free of charge.

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.

- ▶ For Sydney, register the vehicle with the Service NSW,
- ▶ For Melbourne, register the vehicle with VicRoads,
- ▶ For Brisbane, register the vehicle with the Department of Transport.

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. There is no cost to call.

If an incident happens on campus, please contact the International Support Officer (ph (03) 9624 2929; email international@jmc.edu.au) or the Campus Director 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.

Travel concession

Sydney

International students are generally not entitled to transport concessions in NSW. International students who use public transport should check for concession options: <https://www.opal.com.au/>

Melbourne

International students are unable to access concessions cards for travel on trains, trams and buses. Students may purchase an ISIC card from their travel or education agent for other travel discounts.

Brisbane

International students residing in Queensland are able to access concessions cards for travel on trains, ferries and buses. You can also utilise your JMC Academy student card for a range of concessions on things such as movie passes, sporting events, concerts etc.

Work

The student visa allows students to work up to 40 hours per fortnight during the study period. However JMC 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
- ▶ 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.

Transferring to another higher education institution

International students may transfer to another institution after their first six months of study at JMC. A request to transfer can be processed any time after that initial 26-week period. Students who wish to transfer to another institution before completing six months at JMC 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 Office will then make an adjustment to the student's e-COE. Students should ensure that an e-COE from the new provider has been issued as the transfer may affect their visa status.

Tuition refunds

JMC Academy 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 JMC Academy, fees will be refunded.

Where a visa has not been received in time to start the course, the student must contact JMC Academy 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.

Deferral of an enrolment (international students)

Deferment of an enrolment means temporary postponement in the commencement of a course. Deferral may be initiated by a student or JMC.

International students may apply for deferral of a course for a maximum of one (1) study period.

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,
- ▶ 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 JMC Academy'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 Student Services. Application for deferral must be submitted before the course commencement date. Students should submit supporting documents (eg. 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 Director, 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 (e-CoE), the student will receive a new Confirmation of Enrolment (e-CoE) 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.

International office

Peter Gainey

Director of International Services

Fernanda Barros

International Agency Support Manager

Vincent Ho

International Inquiries & Admissions Officer



11 Deferring, Suspending and Cancelling Enrolment

Deferral

Deferment of an enrolment means temporary postponement in the commencement of a course. Deferral may be initiated by a student or JMC Academy.

For more information in regard to deferral of an international student enrolment please refer to section 10.

Suspension

Suspension of an enrolment means placing student's enrolment temporarily on hold due to serious academic or nonacademic 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 JMC Academy.

Temporary suspension of an enrolment might also be initiated by a student and it is called leave of absence.

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 JMC Academy (termination).

A student whose enrolment has been cancelled is no longer a JMC Academy student and therefore cannot attend classes, submit assessment tasks or attend JMC events as a JMC 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.



12 Complaints and appeals

JMC Academy's procedures for handling student complaints and appeals are underpinned by principles of mutual respect and procedural fairness for all students, staff and others who may be involved.

The JMC Academy complaints resolution process comprises the following four stages:

- ▶ Informal Resolution,
- ▶ Formal Resolution,
- ▶ Internal Appeal, and
- ▶ External Mediation.

The following general principles of procedural fairness apply to all stages of the process:

- ▶ Maintaining appropriate confidentiality,
- ▶ Acknowledging of all formal complaints in writing,
- ▶ Treating complainants and appellants with courtesy and respect and taking reasonable steps to prevent discrimination or victimisation,
- ▶ The respondent is adequately informed of allegations and proceedings,
- ▶ All parties are provided with the opportunity to respond and be heard,
- ▶ Decision makers are without conflict of interest or prior involvement in the case,
- ▶ Decisions and processes are free from bias,
- ▶ Pursuit of an expeditious resolution, consistent with the need to act fairly,
- ▶ All parties are advised of the decision and the reasons for the decision in writing, including but not limited to, detail of the internal appeal process and/or external mediation service.

The complaints and appeals procedures are undertaken by JMC Academy with no cost to the student.



13 External services

Emergency

Phone: 000 or 112 from a mobile for police, fire and ambulance.

Help and advice

Interpreting Services

T: 13 14 50

www.tisnational.gov.au

9:00am - 5:00pm Monday to Friday.

Frontyard Youth Services

T: 1800 800 531

<https://www.mcm.org.au/services/homelessness/frontyard>

Counselling Online

T: 1800 888 236

www.counsellingonline.org.au

24/7 Free drug & alcohol counselling.

Alcoholics Anonymous

T: 1300 222 222

www.aa.org.au

Support Group.

The Line

T: 1800 695 463

www.theline.org.au

24/7 Support for young people in relationships.

Narcotics Anonymous

T: 1300 652 820

www.na.org.au/multi/

Support Group.

Youth Support And Advocacy Service

T: 1800 458 685

www.ysas.org.au

Drug and Alcohol Help and Advice For Young People.

Gambling Help Online

T: 1800 858 858

www.gamblinghelponline.org.au

24/7 Support for anyone affected by gambling. Private and confidential.

Headspace

T: 13 11 14

www.headspace.org.au

Young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

Beyond Blue

T: 1300 224 636

www.youthbeyondblue.com

24/7 help with feeling sad, down or anxious.

Youth Law Australia

www.yla.org.au

Providing free, confidential legal information & help for young people under 25.

Kids Help Line

T: 1800 551 800

www.kidshelpline.com.au

24/7 A counselling service for kids and young people.

Lifeline

T: 13 11 14

www.lifeline.org.au

24/7 A free telephone counselling service.

1800RESPECT

T: 1800 737 732

www.1800respect.org.au

24/7 National sexual assault, domestic and family violence counselling service.

Pregnancy Counselling Australia

T: 1300 737 732

www.pregnancycounselling.com.au

Free, confidential & compassionate counselling with concerns associated with an unexpected or difficult pregnancy.

Parentline Australia

T: 1300 301 300

<https://parentline.com.au/>

9am - 9 pm Monday to Friday.

Support, counselling and parent education.

Mensline Australia

T: 1300 789 9978

<https://mensline.org.au/>

24/7 Counselling and resources for men in crisis.

Support Act

T: 1800 959 500

www.supportact.org.au

E: admin@supportact.org.au

24/7 Wellbeing Helpline for anyone, also specialising in the performing arts sector.

NSW Redfern Legal Centre

T: 02 9698 7277

www.rlc.org.au

Email: info@rlc.org.au

73 Pitt Street, Redfern NSW

Legal advice for international students.

VIC Study Melbourne Student Centre

T: 1800 056 449 (free from landlines)

<https://www.studymelbourne.vic.gov.au/>

Email: info@studymelbourne.gov.au

599 Little Bourke Street, Melbourne

Legal advice for international students.

QLD Caxton Legal Centre Inc.

T: 07 3214 6333

<https://caxton.org.au/>

1 Manning Street, South Brisbane

Legal services for international students.

Nurse-On-Call

T: 1300 60 60 24

It is a telephone helpline that provides immediate expert health advice from a registered nurse, 24 hours a day, 7 days a week.

Help and advice cont.

Minus18

www.minus18.org.au

Australia's leading charity supporting LGBTQIA+ youth.

Acon

www.acon.org.au

Supporting people living with HIV.

The Gender Centre

www.gendercentre.org.au

Education, support, training and referral resource centre for people with gender issues and their loved ones.

Intersex Human Rights Australia

www.ihra.org.au

Independent support, education and policy development organisation, by and for people with intersex variations or traits.

Out for Australia

www.outforaustralia.org

Mentor and support program for early career LGBTQIA+ people.

The Pinnacle Foundation

www.thepinnaclefoundation.org

Mentor and support program for early career LGBTQIA+ people.

Reachout

www.au.reachout.com

Provides a safe space for young people to discuss topics related to their mental health and wellbeing.

Local medical centres and Hospitals

Sydney

My Health Medical Centre

T: (02) 9188 3893

www.myhealth.net.au/darling-square/

64 Darling Drive Shop 1

Darling One Building, Darling Square,

Royal Prince Alfred Hospital

T: (02) 9515 6111

50 Missenden Rd, Camperdown

Brisbane

SmartClinics

T: (07) 3844 4111

<https://www.smartclinics.com.au/location/west-end/>

79 Boundary Street, West End

West End Family Medical Clinic Centre

Marter Hospital

T: (07) 3163 8111

Raymond Terrace, South Brisbane

Melbourne

Real Care Health Clinic

T: (03) 9699 1088

www.realcarehealthclinic.com.au

245 Park Street, South Melbourne

The Alfred Hospital

T: (03) 9076 2000

55 Commercial Road, Melbourne

Banks

Below are some of Australia's major banks. Please note that banks charge varying fees for using their services. Please ensure you understand all associated fees before opening a bank account.

ANZ

T: 13 1314

www.anz.com.au

National Australia Bank

T: 13 22 65

www.nab.com.au

Westpac

T: 13 2032

www.westpac.com.au

Suncorp

T: 13 1155

www.suncorp.com.au

Commonwealth Bank of Australia

T: 13 2221

www.commbank.com.au

J



C



M



Sydney

561 Harris Street
Ultimo NSW 2007
02 8241 8899

Melbourne

208 Park Street
South Melbourne VIC 3205
03 9624 2929

Brisbane

75 Grey Street
South Brisbane QLD 4101
07 3360 4500



1300 410 311   

JMC Pty Ltd. ABN 53 003 572 012

CRICOS CODE: 01259J

TEQSA PROVIDER ID: PRV12029

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