



2019 Student Handbook



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Drama Works Academy of Performing Arts & PERFORM AUSTRALIA

(formerly known as Canberra Academy of Dramatic Art)

Drama Works Academy of Performing Arts partners with a registered training organisation, PERFORM AUSTRALIA, to deliver nationally recognised courses in line with government legislation. When you enrol in the 10197NAT Certificate IV in Acting for Stage and Screen, you are enrolling with PERFORM AUSTRALIA. PERFORM AUSTRALIA is Canberra's most prestigious drama school and provides a range of courses in the performing arts. For more information, please go to PERFORM AUSTRALIA's website, www.perform.edi.au. While your training takes place with Drama Works Academy, PERFORM AUSTRALIA's role is one of oversight, to ensure that your training and assessment are of a high quality, in keeping with the government's *Standards for RTOs*. PERFORM AUSTRALIA is also responsible for issuing your qualification or statement of attainment at the conclusion of your studies. PERFORM AUSTRALIA's registered training organization number is 40859.



Contacts



Drama Works Academy of Performing Arts

Program Director: Louisa Snelling

Administration: Amanda Fulton

Tutors: Frances Foo

Office/Postal Address: 88 Fairmount Street, Elimbah QLD 4516

Onsite Address: Bray Hall, 3 Mundin Street, Petrie, Brisbane QLD 4502

Office Phone: 0408 739 246

Web Address: www.dramaworks.net.au

General Admin Enquiries: admin@dramaworks.net.au

Public Facebook Page: www.facebook.com/dramaworksqld

Student Platform: www.easyclass.com



PERFORM AUSTRALIA – Your Registered Training Organisation

Registered Training Organisation Number: 40859

Managing Director: Elizabeth Scott

Administrative Enquiries: Jamie-Leigh Temby

Office/Studio Address: 11 Whyalla Street, Fyshwick ACT 2609

Office Phone: 1300 908 905

Web Address: www.perform.edu.au

General Admin Enquiries: hello@perform.edu.au

Term Dates

Semester 1 (2019)

Term 1: Tues 5 February – Tues 2 April (8 weeks)

Term 2: Tues 23 April, – Tues 25 June (10 weeks)

Semester 2 (2019)

Term 3: Tues 16 July – Tues 17 September (10 weeks)

Term 4: Tues 8 October – Tues 26 November (8 weeks)

Welcome to Drama Works Academy of Performing Arts!

Welcome to those students who are new - and those who are returning for more! My staff and I look forward to working with you in 2019. Your journey, I hope, will be exciting, challenging and rewarding. So, what's in store for you?

Some students who come to us are under the illusion that acting is "easy" – it's not! Acting requires a high level of commitment, hard work and self-discipline. It also requires a professional and mature approach to the work, and a willingness to work with your colleagues.

The industry is not an easy one to break into, so you need to be able to stand out from the crowd, not only in terms of talent, but in how you manage yourself. Your aim, on graduation, is not only to be equipped with skills, knowledge and confidence in your acting ability, but also to be someone who, in the industry lingo, is "good to work with". We'll be talking about what that looks like all the way through your training.

How the Training Works

At Drama Works Academy we use a workshop-style training method. This means that in your classes you'll be participating in a range of exercises, role-plays, readings, rehearsals, discussions, games and experiments. For example, you'll do an exercise, then your tutor will give you feedback, and you might be asked to do it again. And maybe again, and maybe again after that – perhaps in a different way this time! This is how you will refine and practice your skills. So always be prepared to repeat what you're doing. This is where much of the 'work' of acting takes place. It's a creative process between the collaborators on a project, the actors, directors, tech staff, and others. Some students have never experienced anything like this before, so it can be a little daunting at first. It's not like high school and it's not like university... but it's fun... and a great way to learn how to act. A high level of communication and trust is needed to pull it off successfully. For this reason, keeping our working environment upbeat and positive is very important. So, do keep that in mind as you come to classes.

Please read through this handbook in its entirety so that you know what's expected of you as a student at Drama Works Academy, and how we can help you if you face any difficulties. Our tutors are some of Brisbane's best, with experience in their field around Australia and internationally – and they want to see you succeed. So, don't hesitate to draw on their wisdom and knowledge as you go. Ask questions. Try new things. Imagine yourself where you want to be.

I wish you all the best in your studies this year!

- Louisa Snelling, Program Director

Attendance

Equipment required in class

- Electronic device with internet access and Word processing software
- Writing Tools
- 5 x A4 Binder Books (96 page)
- Your lunch, snacks and water

You are running late

Please call in to let us know. Your absence may affect what the class can do. Call the office number: 0408 739 246. DO NOT contact another class member and get them to report in for you. It's not fair to ask someone else to take responsibility for your lateness. Very late arrivals may be marked as absences, at the trainer's discretion.

You are sick, injured or are otherwise unable to come to class

Please call the office and let us know that you won't be coming in. Reason being, your absence may affect activities that the teacher has planned. A lot of our training involves working with partners or in groups, and if you're not going to be there, we can tell the teacher or your group so they can work out what they're going to do without you. Please note you need to meet attendance requirements of a minimum of 75% attendance for all subjects in order to be **marked competent**.

If you are away more than one day, you must bring a medical certificate to explain your absence. Equally, if you have an injury, and have been seeing a physiotherapist or other health professional, please let your tutor know what they've advised you about your condition, so that your tutor can accommodate your needs in the class activities.

If you have to attend a funeral or attend to family matters, and you know in advance that you will be absent, it's really helpful to us if you let the administration staff know so they can notify your tutor.

Please note you need to attend a minimum of 75% of classes for each subject. If you miss more than this it's likely won't be marked competent, because you simply haven't completed sufficient training to be able to demonstrate the skills required. Regular class rolls are taken by your tutor as a government requirement. Sometimes Centrelink may request the attendance record of a student.

Unique Student Identifier (USI)

From 1 January 2015, Canberra Academy of Dramatic Art can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi/> on computer or mobile device. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

Personal Details and Privacy

You change your address, phone or email

If you move house, change email address, or change your phone number, please contact administration and fill out a Change of Details form. This is really important for our communications with you.

Drama Works Academy takes all reasonable steps to ensure your personal information is safe from misuse, loss, and unauthorized access, alteration or disclosure.

Likewise, Drama Works Academy takes all reasonable steps to ensure the security of physical files, computers, networks and communications. When your information is no longer needed, and has been saved for the period set by Commonwealth or State legislation, it will be destroyed, or else personal identifiers will be removed.

Drama Works Academy will only collect personal information that is necessary to carry out legitimate activities. Information will be collected in a legal and just method and shall not, where reasonably possible, be intrusive.

Information submitted to Drama Works Academy, in person, by writing, over the telephone, through interaction with our website, or by any other means is collected and used for the purpose it was provided. Unless you specifically request otherwise, Drama Works Academy reserves the right to use that information for other purposes in the interest of the organisation as long as your personal information is not made public.

For the purposes of operation partnering with a registered training organisation (RTO), Drama Works Academy is required to collect certain personal information and submit it as AVETMISS data for the government's statistical purposes. This data is submitted by Drama Works Academy directly to the relevant government authority. Please be aware that Drama Works Academy forwards this information to our registered training organisation partner, PERFORM AUSTRALIA.

Drama Works Academy will never sell your information to a third party, nor disclose such information unless required by law or with your explicit permission.

You need to access information

If you need information of any kind, your first point of contact is likely to be administration, on email admin@dramaworks.net.au. They can help you with your enrolment status, fees owing, and assessment results.

Drama Works Academy provides the following support services, at no additional cost, to help you during your time with us:

- Administrative and enrolment support
- Industry information and access to casting calls, auditions, and networking events
- Referrals to counselling and other social services.

You can also find information on your course by reading about it on either the PERFORM AUSTRALIA website, Drama Works Academy website, by contacting the Drama Works Academy office, at the point of enrolment, and at orientation.

Each semester you will receive a report on your progress, sent to you by email.

We also have a student platform, Easyclass, which lists all your assessments and their due dates. (See the section in this handbook on "Using the student platform" for more info about Easyclass.)

Governing bodies personal information/data policies

Under the *Data Provision Requirements 2012*, Canberra Academy of Dramatic Art is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Canberra Academy of Dramatic Art for statistical, regulatory and research purposes. Canberra Academy of Dramatic Art may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at <https://www.ncvet.edu.au/>).

You are required to sign off on your receipt of this information

Personal Problems While Studying

You have personal problems which are affecting your studies

Sometimes, for reasons beyond your control, life gets overwhelmingly difficult. This should not be a reason to give up on your study; your study will open doors for you after you get through your present struggles. Study can also give you something to focus on, and distract yourself from the tough times you're having.

If your issues are affecting your ability to focus on your study, please contact the Program Director. You will find a sympathetic ear. While we are not always in a position to help you with all your problems, we can help you with your educational issues, and help support you through your training.

This might include solutions like:

- informing teachers about your issues, so that they can make allowances for you
- lightening your study load temporarily, till you get back on track emotionally/physically
- giving you extensions on assignments
- getting a teacher to do a one-on-one session with you if you've missed classes, or
- referring you to other social services that can help you with the issues you're facing.

The Program Director will be able to suggest a few alternatives and help you work out a plan to get through. Your education is important to us. We encourage you to be open with us so we can give you the right support.

You are suffering from anxiety or depression

Recent research has shown that as many as 40% of people working in the entertainment industry in Australia suffer from anxiety, depression or another mental illness. Interestingly, we also have many students who suffer from anxiety and depression. If you are suffering anxiety or depression and it is affecting your studies, your attendance, or your ability to focus, please come and talk to us.

Some students have an 'Anxiety Assistance Plan' in place to help them when anxiety becomes overwhelming. This is a questionnaire that you answer to try and identify sources of anxiety at school, with solutions for how we can combat those, so your training flows more smoothly. Everything is done in a caring way and kept confidential. Talk to Drama Works Academy administration if you're interested to know more or want some help with anxiety or depression.

You have another medical problem, a disability or a condition

Drama Works Academy is committed to access and equity for all students. You can help us create a positive learning environment for yourself and others by advising us of any medical issues, disabilities, chronic conditions or injuries you have that may affect your studies. There is a place on your enrolment form to provide information about these. Alternatively, you can ask for an additional Health Information form.

For duty of care reasons, it is sometimes necessary to pass on your health information to trainers, to ensure that their training methods and content do not adversely affect you. All staff are required to keep your information private and maintain the highest levels of confidentiality with regards to personal information.

It is helpful for you to advise us if you suffer from symptoms of post-traumatic stress, or have ADHD, Anxiety, Asperger's or Autism, Bipolar Disorder, Epilepsy, Dyslexia, and Deafness so we can be conscious of catering to your needs during training.

Students with disabilities will be assisted on a case-by-case basis; the appropriate response will be determined according to need.

In some classes (e.g. Movement, Dance, etc.) teachers regularly ask if anyone has a condition that will affect their ability to participate. Don't be backward in coming forward if you have an injury, pain or other condition which might affect what you can do in class that day. Your health is a priority for us.

Even if you are not at your peak due to injury or illness, but are well enough to attend, we recommend you go to class to learn by watching others participate in the activities, rather than skip the class altogether.

If you develop a chronic condition which means you can't participate in training over a long period of time, please bring in a medical certificate or letter from your doctor so we know how best to accommodate your needs.

You are struggling with language, literacy and numeracy issues

Drama Works Academy is pleased to support students from a diverse range of cultural and linguistic backgrounds. If you are having difficulty with language, literacy or numeracy during your training, we may be able to offer you additional assistance. This may include things like:

- Additional help from a tutor
- Pairing you up with another student
- Referral to external sources for additional training.

You are encouraged to discuss your difficulties with your trainers. You may be required to undertake English testing to ensure we can provide the most appropriate level of assistance to you.

You are struggling to pay your fees

If you are struggling to pay your fees or are experiencing financial hardship, please **speak to administration** about renegotiating your payment plan. We understand that sometimes unexpected personal expenses come up and it's a juggle to make ends meet. Please note that you cannot receive your qualification until all fees are paid, so it is in your interest to ensure you reorganise your finances with the office, so that you can receive your certificate in a timely manner.

You want to withdraw from a course

If you want to withdraw from a course you will need to speak to the Program Director about your reasons first. We value your feedback, and as part of our processes we are committed to improving our courses and services. Please phone or make an appointment. You will then need to fill out a withdrawal form. Your date of withdrawal on this form will be the date used to calculate your final bill.

Assessments

You can't get your assessment done in time

If you are having problems meeting your assessment obligations – for instance, you have been ill – you can request an extension on your assignment. You must do this **BEFORE** the due date. Please provide a medical certificate in this instance.

If it's just that you have left your work to the last minute and haven't been able to complete it, you may or may not be granted an extension. It depends on the tutor involved and the type of assessment. Some assessments can't be easily repeated (e.g. a play).

If you hand something in late, your tutor may still choose to mark it in the usual manner. However, a tutor is not under obligation to mark an assessment that is **four or more weeks late**, without an extension being granted. In this instance, you may receive a mark of 'not yet competent'. Some units of competency may specifically require students to demonstrate the ability to meet deadlines; please be aware that in this instance, if you fail to meet a deadline, we may not be able to mark you competent in all areas, even if the actual work is good.

You feel like you are falling behind and are worrying about reaching competency

If you are having difficulty completing assessment requirements for any subject, you are welcome to discuss your issues with the relevant teacher. Your teacher may suggest a one-on-one session, an alternative assignment, resubmission of an assignment, or academic counselling to help you. It's also about addressing why you are falling behind:

- Is your attendance poor, because you're not making your training a priority?
- Have you been ill and missed too many lessons to catch up?
- Do you need some help with time management?
- Do you have a specific problem, like reading, or a disability, that is making things difficult for you?
- Are personal problems affecting your training?
- Are you just having trouble understanding the subject matter?
- Do talk to your teacher, the administrative assistants, or the Program Director to get some advice.

'Cause for Concern' Notifications

Students who are not completing assignments, are displaying inappropriate behavior, are not keeping up with the class or are not attending class may be issued with a 'Cause for Concern' letter. This will lead to a meeting between you and a relevant staff member, where you'll discuss what's happening, and come to an agreement about what's needed to get you back on track.

Where students are unwilling or unable to address their progress and work toward competency, tutors may deem the student not yet competent. This may mean a student cannot achieve their qualification.

You are marked 'Not Yet Competent'

In our form of training, you can receive two marks: '**Competent**' or '**Not Yet Competent**'.

In the vocational education sector, 'competence' is said to have occurred where a student has met all the requirements of a unit of competency. The completion of all the units results in the issue of a qualification.

Where a qualification is partially completed, a student may request a 'Statement of Attainment'.

In the event that you are marked 'Not Yet Competent', the following options are open to you:

Resubmission: If you are marked 'not yet competent' (NYC) on an assessment, you are welcome to resubmit your assessment. Talk to your tutor so that you're clear about what you need to do to be marked 'competent'. You are allowed two additional opportunities to resubmit after the first NYC mark. If you have been given three opportunities and you still can't reach competency, the NYC mark will stand.

Alternative Assessment: An alternative form of re-assessment may be negotiated with your trainer/assessor.

Appeal: You may appeal your grade (see “You feel you have been unfairly marked”).

Retain the mark: You accept the mark you have been given. Please be aware that if you have a NYC on your record, you may not be eligible to receive your qualification (but you will be eligible for a Statement of Attainment for the units you have completed successfully).

Re-enrolment: You may opt to re-enrol in the subject at a later date and re-sit the assessment. Some fees may apply in this instance.

If you make a non-serious attempt at an assessment, fail to submit/perform an assessment, fail to submit the assessment by the due date, or fail to attend an assessment, you may be charged for a reassessment. See the section on “Paying your fees” for details.

You may also be marked NYC if you are deemed guilty of academic misconduct. Examples of academic misconduct include:

- Taking unauthorised materials into an examination
- Having a substitute person sit your examination
- Submitting work as your own, knowing it is the work of another person
- Submitting a falsified medical certificate
- Plagiarism: when using another writer’s words or thoughts, it is ethical to give credit to them. To present someone else’s work or ideas as your own is called plagiarism. In effect, it’s stealing. Copyright laws protect the intellectual property of the creator of written work, so acknowledgement must be given to the author. You can use other people’s ideas to support your assignments, but you must list your sources by using footnotes and bibliographies.
- Collusion: Unless a team project or assignment is indicated, any obvious copying of another student’s work will mean disqualification of both students’ entire work.

Investigations into alleged academic misconduct are conducted by the Program Director and Tutors. Decisions are formulated on the basis of the evidence obtained. Drama Works Academy takes academic misconduct seriously and will take appropriate action where this occurs.

Academic Appeals

You feel you have been unfairly marked

First talk to your tutor about where you might have gone wrong, or what you still need to do to reach competency. If, after that conversation, you still feel that you have been unfairly marked, you can talk to the Program Director about it, who can arrange for another tutor (or herself) to reassess you. If she or the other tutor comes to the same conclusion, the mark will stand.

If you’re still not happy with that, you can lodge an **Academic Appeal** form. In this form you can explain your issues in writing, and the Program Director will commence a review process to examine your claims in detail.

Grounds for appeal might include:

- The trainer did not provide a subject outline, so you did not know what you were being assessed on
- The trainer/assessor varied the assessment requirements in an unreasonable way that were prejudicially applied to you
- A clerical error appears to have been made in documenting the outcome of your assessment
- There appears to be a discrepancy between the evidence gathered in assessment and the formal assessment outcome.

All appeals should be made in writing to the Program Director **within two weeks of the return of the assessment**, using the Academic Appeal form. (Appeals lodged more than 14 days after the return of the assessment will only be considered at the Program Director's discretion.)

The Program Director will allocate a suitably qualified person, previously not involved, to review the appeal and their decision will be final. The appeals process must be completed within four weeks of receipt of the written appeal. You will be informed in writing of the outcome of the appeal.

If the appeal decision is that your mark will be altered, your record will be adjusted to include the new mark. If a further reassessment is required, Drama Works Academy will make all necessary arrangements to conduct the reassessment at a time that is mutually convenient to all parties.

Your appeal outcome will be recorded in the Drama Works Academy administration system and used to review Drama Works Academy's future processes.

Skills Recognition

You would like to receive 'Recognition of Prior Learning' (RPL)

Canberra Academy of Dramatic Art can recognise your prior learning or life experience where it matches units of competency in your qualification. For example, if you've worked professionally as an actor or perhaps completed other acting courses or on-the-job training with a theatre group, you might be eligible. Contact Drama Works Academy administration if you would like to make an application for RPL, and they will put you in touch with the person to speak to at PERFORM AUSTRALIA. You will have to fill out an RPL application form and a self-assessment of your skills. Next, you will make an appointment for an interview with an assessor. The assessor will advise you on things you will need to bring along as evidence of your skills. The assessor will work out where your skills overlap with our criteria, and whether there are any gaps in your knowledge which need to be addressed before you can receive your qualification. There are fees involved in this process.

Performances Outside of Drama Works Academy

You want to audition for a role outside of your commitments to Drama Works Academy

Many drama schools have a blanket "no outside projects" rule, but we recognise that some students are already working in the industry when they come to us. **However, if you wish to audition for a role outside of your commitments at Drama Works Academy, you MUST check with us BEFORE you audition or apply** - especially if you are a full-time student.

We will check the project doesn't conflict with your Drama Works Academy assessments and performances. There are many reasons why this is necessary—principally, conflicting commitments may jeopardise not only your qualification, **but the educational experience of other students**. Theatre and film are highly collaborative art forms—you will be letting your Drama Works Academy teammates down if you can't be there to rehearse or perform with them when you're needed. Your absence can also slow down the progress of a whole production. And if you're scheduled to be in a Drama Works Academy film project and aren't available to shoot your scene on the day—well, everyone may as well pack up and go home, because they simply can't do it if you're not there.

Some students ask about joining amateur theatre productions. It's true that Brisbane has a huge number of amateur theatre companies offering all kinds of opportunities to perform. However, we would discourage you from getting involved in these while you are studying. Reason being, amateur theatrical productions tend to take up a lot of time - typically three nights a week and all day Saturday or Sunday. So if you're training with us, working in your casual job 16 hours a week, and rehearsing an amateur theatre show 18 hours a week... well, your

life starts to look pretty exhausting and you're on the path to burnout. Keep in mind that if you are a full-time student, **you need to allow 10 hours per week** in addition to your class time to do the work that is assigned to you. So please, please check with us first, so we can discuss it with you. It's also a matter of common courtesy when you have entrusted us with your training.

Concerns and Complaints

You feel uncomfortable with something you're doing in class

Drama Works Academy recognises that actor training can be emotionally, physically and mentally challenging for a whole range of reasons. For example, you might read a play that reminds you of your past, or you might be asked to do weird voice exercises, or you might have to improvise a scene without a script! All these things can be challenging and new or different to what you're used to. If you experience discomfort before, during or after any activity which takes place in the course of actor training, you should feel free to debrief and discuss your experiences with teachers, Drama Works Academy management, or a counsellor. Turn your feelings into a learning experience. Actor training is a great personal journey as well as an artistic one, and we want to ensure you are supported through it.

Someone at Drama Works Academy is bothering or harassing you

If someone is bothering you in an ongoing way—you're feeling harassed, irritated, or you're uncomfortable with another person's behaviour at school – you may feel you need to address it. Of course, this is adult education, and you're expected to solve your problems in an adult way, so it is usually appropriate for you to talk to the person concerned first, and work it out between yourselves. (We won't interfere in individual relationships.) You need to ask them to stop the behavior that bothers you, because the person doing it may interpret silence as some form of consent or acceptance.

But... if your training is being affected by the situation, you're feeling overwhelmed or anxious, or you're just not sure what to do—that is to say, it's becoming hard for you to focus on your studies—you should absolutely go and talk to the Program Director about your options. **Drama Works Academy management takes these issues very seriously and wants to ensure a safe and friendly educational environment for everybody.** We may be able to help you with:

- Strategies to deal with your problem
- Talking to the other party on your behalf
- Straightening out any miscommunications or misunderstandings that have gotten out of hand
- Smoothing things over in other ways.

In serious circumstances, we may be able to set up a mediation session between you and the offending party to help you work through your issues in an objective way.

Here are some behaviours that will not be tolerated at Drama Works Academy:

- **Bullying behaviour:** repeated, unwanted attention to an individual, which may come in the form of joking, physical touch or abuse, put-downs and humiliating comments, deliberate exclusion, constant and unwanted messaging, spreading rumours, and rallying others to do the same.
- **Sexual harassment,** which includes (but is not limited to):
 - Unwanted touching (hugs, kissing, 'wandering hands', other forms of body contact that have not been invited, or even just repeated invitations for physical contact)
 - Coarse language, use of expletives and inappropriate or lewd conversation
 - Sending or sharing sexually explicit or naked photographs by text, email or social media to the victim or others
 - Sexual innuendo, Sexual propositions, or repeated requests for dates
 - Obscene telephone calls or other forms of messaging

- Wolf whistles
- Derogatory comments based on a person's appearance
- Negative or derogatory comments about a person's sexual orientation or behaviour
- Spreading rumours

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Sexual harassment is the most common form of harassment. Sexual harassment will not be tolerated at Drama Works Academy, and disciplinary action will be taken against any employee or student involved in such behaviour.

If you are embarrassed about what is happening, it doesn't mean you won't be taken seriously. It's a good idea to make a written note of any harassment in your diary, including details of dates, times, witnesses, and what you said or felt. This will help us understand and investigate your complaint, and provide evidence we can act on. Be frank and honest with whoever is appointed to investigate your complaint, as this will help us determine the appropriate action to be taken. Drama Work Academy s takes these issues very seriously so we will endeavor to help you as best we can.

You behave inappropriately towards another student or staff member

Harassment, intimidation or any kind of violent, threatening or aggressive behaviour towards another student, teacher or other staff member, guest of Drama Works Academy or member of the public on our property may result in the suspension or cancellation of your enrolment, or conditions added to your enrolment such as mandatory counselling. Decisions are made at the Program Director's discretion in consultation with affected staff and students. Staff and students must be able to operate in a safe working environment and behaviour of this kind stands in opposition to our ethos at Drama Works Academy, and is not acceptable.

You have a problem with a teacher or tutor

If you are having difficulty relating to one of your teachers, feel free to speak to the Program Director about your concerns.

You have another kind of complaint or grievance

Drama Works Academy takes all complaints very seriously. If you have a grievance against a staff member, another student, something that is going on at Drama Works Academy, problems with the building or other aspects of the environment, or any other complaint, please bring it to our attention at your earliest opportunity and we will find the appropriate mechanism to resolve each issue.

The steps in any complaints process are as follows:

- **Local level resolution:** Drama Works Academy encourages open communication and an environment of trust, and in the first instance matters should be raised directly with the person responsible, or if that is inappropriate, with their supervisor. This generally allows the most immediate resolution of problems. Drama Works Academy aims to resolve all complaints as soon as practical, and usually finalised in writing within 60 days.
- **Resolution by Drama Works Academy Management:** Formal complaints are to be submitted in writing using the Complaints Form and submitted to the Drama Works Academy office. The Program Director (or representative) will organise a meeting with you and facilitate a resolution. All decisions at this level will be documented and parties will be informed of the decisions that have been reached.
- **Taking it to PERFORM AUSTRALIA:** Students who have followed the procedure here, but are unhappy with the resolution, may take their complaints to the partner RTO, by speaking to PERFORM AUSTRALIA's Managing Director, Elizabeth Scott.
- **Independent tribunal:** Should you still be unhappy or feel the matter is still unresolved, you have the option of independent arbitration, at your own expense, to review the dispute and suggest an amicable

decision. You may also lodge a complaint against the RTO with the Australian Skills Quality Authority (ASQA).

Graduation

You are ready to graduate

To graduate from a course of study, you must complete the set course requirements by:

- Meeting the attendance requirements (attendance at a minimum of 75% of all subjects)
- Completing the assessments and be graded as 'competent' in all course units.
- Fulfilling any prescribed practical assignments, including performances, which may occur outside of regular face-to-face hours
- Fulfilling any specified co-curricular requirements
- Paying all your fees
- Returning of all library books and other Drama Works Academy resources
- Maintaining a satisfactory level of professional conduct during your time at the Academy.

Students who satisfy these criteria will be awarded the appropriate certificate together with a Transcript detailing the results achieved in each unit of competency. Students who fail to achieve the full list of criteria above to qualify for the award will receive a Statement of Attainment.

Once your results have been processed, you will receive a letter outlining your achievement and advising you of any upcoming graduation ceremony you may be eligible to attend.

If you complete your course of study outside of the regular semester framework, and a ceremony is not scheduled in the near future, you may ask for your qualification to be delivered to you by registered post. You can also arrange to pick up your certificate from the Drama Works Academy office. Your certificate will be delivered to you within one month of being marked competent.

How to Prepare for a Performance

When it's production time, the pressure's on! You need to be fully aware of your schedule and what is required of you – if you don't know, please ask your tutor or the front office.

Preparing for a performance

When you're involved in a show or a film shoot, we expect you to:

- **Learn your lines by the due date**—early on in the rehearsal process, the director will let you know when you are expected to be "off book" or "have your lines down" (i.e. not be using your script as a prompt). Lines are only the first step in a performance. The real work starts *after* you've memorised your lines—it's only then that a director can truly work with you to bring out your character and refine the performance.
- **Do any personal work needed to understand your role.** This includes:
 - Looking up words you say, but don't understand, in the dictionary
 - Finding out more about your character's situation—this might mean doing a little research about things you're unfamiliar with, such as their job, their social status, or the country they come from. The aim is to fill in your knowledge of the world of the text.
 - Marking your script: Identify turning points for your character, mark beats, write down where the director wants you to stand or move to (blocking), and generally apply the skills you've been learning in your other subjects
 - Thinking about your character's voice, movement and physical character traits. Your director will give you guidance on this but it's great if you can bring some ideas to the discussion.

- **Avoid commitments that conflict with rehearsals or performances.** Know when you are needed and be there. You may need to rearrange your work and family commitments at these times. Don't leave it too late – you can't just 'miss' a show. Make sure you have every rehearsal and performance covered.
- **Undertake private rehearsals as necessary.** If you know a scene, song or dance needs work, grab your fellow actors and arrange a time outside of class to bring it up to scratch.
- **Understand 'downtime'.** All rehearsal schedules and film shoots have 'downtime' - e.g. time when you may not be in a scene and have to wait till it's your turn to rehearse, or when you are sitting around waiting for lighting and sound to be set up, etc. This is how things work in the industry. Don't become impatient, decide to use these spare moments to your advantage—run through your lines, do an extra rehearsal with a scene partner, read a good book, or just chill. If you need to leave the theatre or film location briefly, **always let someone in authority know** (e.g. stage manager, director) so they can find you if need be.
- **Be active in encouraging friends and family to book tickets when there's a show on.** And come along yourself if it's another class performing—support your fellow actors and learn from their performances!
- **Organise your props and costumes.** If you are given the task of sourcing a particular prop or costume, make sure you start looking early rather than late. Sometimes these things take time to find, and your director or designer will need to approve your item or else find an alternative. Often Drama Works Academy will provide certain props and costumes, but when it's show time, you'll be responsible for them.

Just before the performance

- Check before every rehearsal and performance that ALL your props and costumes are in place.
- Warm up: Take some time to do a vocal and physical warm-up.
- Use stress reduction techniques. Prior to a performance your heart might be pumping and you might be really nervous. This is absolutely normal—it's the body's "fight or flight" mechanism kicking into action. You may need to calm yourself down a little to focus. You might like to consider:
 - Finding a space on your own, where you can close your eyes, focus, and slow your breathing
 - Quietly running over or reciting your lines
 - Stretching or yoga
 - Physical exertion, to release some of the excess energy you're experiencing (jumping, jogging on the spot, etc.)
 - Listening to relaxing music
 - Prayer or meditation.

After the performance

After the performance, the director may call you in for "Notes". This is where the ensemble comes together, and the director spends a few minutes going over the performance (or rehearsal) that just took place. You are expected to write down the notes the director gives you, and put them into action the next time you perform.

After your final performance of the season, you may be expected to help with "bump out". This is simply the phrase used to describe the act of dismantling the set and props and removing them from the theatre.

You must check with the director to see if you are free to go after a performance to ensure that no other tasks need to be completed.

Fees and Refunds

Student accounts are looked after by the administration staff. If you have any questions or would like a record of the fees you still owe, please ask administration.

Payments are to be made directly to Drama Works Academy and may be made by:

- Bank transfer to the Drama Works Academy bank account (via bank or internet)

Due to government regulations, at any given time, you are not required to pay more than \$1,500 for tuition that is yet to be delivered to you.

Payments for part-time students

Part-time students generally pay monthly or term by term. Before the commencement of the course, students will decide which payment schedule they prefer and make their payments accordingly.

Students suffering financial hardship

If you are suffering financial hardship, please speak to administration to renegotiate your payment plan. You may also be able to renegotiate your study load if personal finances are affecting your ability to continue your training.

Withdrawals and refunds

The Program Director or their nominated representative will make a final decision about refunds. Refunds will be made in Australian dollars even if the payment was made in another currency. Any dispute in the level of refund given should be taken up with the Program Director.

Census Date

Every semester, each course has a census date which applies to enrolments and refunds. These dates can vary from course to course, depending on government funding arrangements. Census dates for 2019 are as follows:

- Semester 1: 5 March 2019
- Semester 2: 6 August 2019

In the event that you withdraw on or before the census date, your deposit will be retained by Drama Works Academy and all other fees paid to that point will be refunded. If you negotiated to pay less than the usual full deposit to secure your place in the course, the full deposit will be required.

In the event that you withdraw after the census date, you are obligated to pay the full course fee for the semester.

In the event that a course doesn't run, Drama Works Academy will refund all monies paid for the course.

Students who join a class after it has already started are not entitled to a refund if they withdraw.

Non-refundable items

The following items are non-refundable:

- Course application fees
- Deposits paid to secure a place in the course.
- Uniform Fee
- Film Intensive Fee
- Recommended Prior Learning (RPL) Application Fee

Late payments

If a payment is missed, Drama Works Academy has the right to:

- Charge additional late fees
- Ask you to stop attending classes until your fees are in order.

Guarantee of training and assessment services

Drama Works Academy recognises that enrolment in a course establishes a contractual obligation for Drama Works Academy to provide training and assessment services to the learner in their chosen qualification or course. Drama Works Academy is committed to providing these services.

In the event that it is impossible for Drama Works Academy to provide ongoing training and assessment for a course which has already commenced, Canberra Academy of Dramatic Art will liaise with an alternative training provider to facilitate a smooth transition for students affected.

In the event that there is insufficient interest for a course to run, Drama Works Academy will notify affected students at the earliest opportunity before course commencement, and any monies paid will be refunded, as per the Fee Policy.

Replacement qualifications

After completing your qualification, you will receive a testamur (certificate). Please keep your testamur safe as it is a legal document. If you need to replace this at a later date, a fee will be charged to cover reissue costs.

Other fees and charges

Other fees and charges are listed below.

- Replacement testamur/certificate: \$33
- RPL Application Fee: \$150
- Reassessment fee—written/oral: \$25
- Reassessment fee—performance: \$50

Using the Student Platform

Easyclass is an online student platform which stores your assessments. Assessment outlines are uploaded for each subject, so you can always go back and refer to them simply by logging in. Usually your assessments are uploaded by Week 2 of each subject commencement.

In order to use Easyclass, you need to be provided with a list of access codes for each subject you are studying. You will receive these early in the term. You must then create a profile and add yourself to any subject you are currently studying.

How to set up your easyclass profile

To begin on Easyclass for the first time, please follow these instructions.

1. Go to www.easyclass.com.
2. Click on "Student Access Code" on the homepage.
3. A registration box will appear, requiring a password. Enter your details - make sure you use your real name so we can find you there later!
4. You can then adjust your profile - add a picture of yourself or use an avatar (picture they provide).
5. Admin will check in from time to time to admit people to each class.

To find your classes

If you already have an Easyclass log-in, you should be able to type in the codes and find your classes.

1. Log in to www.easyclass.com, and click on 'Courses' on the horizontal menu at the top.
2. Click on "Join a Course" and enter the access code provided for your class.

Submitting assignments

To submit a written assignment online through Easyclass:

1. Go to the class you want to submit an assignment to. DO NOT upload your assignment to the 'Class Wall'.
2. Go to the "Assignments" tab on the left-hand margin.
3. You will find a list of assessment items for that class. Click on the one that you want to submit an assignment for.
4. Upload files as per prompts.

Assessments should comply with instructions given by the tutor and be submitted by the due date. Please note that Assessments that are not submitted correctly through the Assignments tab may not be received by your tutor.

Please note that you must keep a copy of each assessment you complete. While every care is taken to ensure that your work is correctly retained, keeping a copy of your work will help resolve any concern as to whether or not an assignment has been submitted.

Assignment due dates

Due dates for assignments are listed on the assessment outline Word document download in the assignments tab. Easyclass also allows for due dates to appear, but it has limited functionality. Some of our assignments have specific due dates, while other ones are "ongoing" through the course. This is usually when the assessment process is 'workshop' (i.e. in-class assessment over a period of weeks). Those that are classified as ongoing assessment will simply have the last date of term (or the last time the class appears in your timetable) as their due date on Easyclass.

To complete a knowledge test online

1. Go to the class for which you need to complete a Quiz/Online test
2. Click on 'Quizzes' on the left-hand menu bar.
3. Complete quiz by following prompts.

Class wall

Each subject group in Easyclass has a Class Wall where you can post comments or questions. You may use this for general announcements or queries relating to this class. Anything added to the class wall can be seen by every class member who logs in. (For this reason, DO NOT upload your assessments to the Class Wall as other students will be able to read them. All assessments must be submitted via the Assignments tab.) You can upload any relevant documents here by attaching them to your message. For instance, if you want to share notes or references with other class members you can do so by uploading them to the wall.

Class library

There is a Class Library function for each subject on Easyclass. Here your tutor will post additional notes from class. If you are absent from a lesson or lose notes, please check here for important content. Documents uploaded to the Class Wall also automatically appear in the library.

Course Summary

10197NAT Certificate IV in Acting for Stage and Screen

The 10197NAT Certificate IV in Acting for Stage and Screen is a foundational course in professional acting skills. There are nine units to be completed in one year, part-time. The course is delivered face-to-face at Bray Hall, Petrie, Brisbane QLD 4502.

The course is divided into three main streams:

Cluster	Unit of Competency	Nominal Hours
Acting Technique	CUAACT401 Use a range of acting techniques in performance	45
	SASCHA401 Use text to create character	45
	CUAPRF410 Develop on-camera performance skills	45
	SASSTA401 Apply stage performance technique	60
Actor's Instrument	SASPHY401 Expand physical vocabulary	50
	SASVOC401 Increase vocal capacity	50
	CUAPRF304 Develop audition techniques	25
Industry Skills	SASCON401 Acquire and integrate knowledge of performance contexts	25
	SASPRA401 Apply principles of professional practice	35

Acting Technique

By studying units in acting technique, you will develop a process for preparing for a role. Learn how to mine a text for clues to create a character, work with listening-response techniques, and then set about applying those techniques in a stage or screen context. Ever seen a wooden actor on stage or screen? That's not what you want to be. Our aim is to move you towards memorable, believable performances through special methods taught by our trainers, who are all professional actors.

Units of competency:

CUAACT401 Use a range of acting techniques in performance

SASCHA401 Use text to create character

CUAPRF401 Develop on-camera performance skills

SASSTA401 Apply stage performance technique

The Actor's Instrument

The 'actor's instrument' refers to the voice and body: it's what the actor uses to communicate. If you want longevity as a performer, your instrument needs to be in tune. In Movement you'll explore your physicality through a blend of fitness, movement technique, and non-verbal communication skills. In Voice you'll work on developing vocal resonance, projection and articulation, adapting them to your performance space (whether that's stage or screen).

Units of competency:

SASPHY401 Expand physical vocabulary

SASVOC401 Increase vocal capacity

Industry Skills

The professional actor needs more than technique alone: you need industry information. How do you find a job? Win a role? Manage yourself in a professional setting? Know who to talk to if you have a problem while on set? These questions and more are answered in your industry skills units. You'll learn how to engage in professional dialogue, audition for a role, practise industry etiquette, and monitor workplace health and safety issues. These skills prepare you for your first steps into the industry.

Units of competency:

CUAPRF304 Develop audition techniques

SASCON401 Acquire and integrate knowledge of performance contexts

SASPRA401 Apply principles of professional practice

Entry Requirements

Students applying for the 10197NAT Certificate IV in Acting for Stage and Screen attend a drama workshop/audition and interview. It is recommended that students have adequate language and literacy skills (IELTS 6.0 or above) to read and interpret scripts for performance, and complete written tasks.

Notes