

Melbourne Institute for Experiential & Creative Arts Therapy

" H u m a n k i n d i s
a b e i n g i n s e a r c h
o f m e a n i n g "

— P l a t o

MIECAT

2007 Procedures

15 Victoria Street FITZROY 3065
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Email: admin@miecat.org.au
URL: www.miecat.org.au

PROCEDURES

The MIECAT MA by Supervision in Creative Arts Therapies is a two-year part time programme of study that outlines the phenomenological experiential and multi-modal procedures of inquiry that can be applied in a number of professional and personal contexts.

This booklet aims to provide you with relevant ethical guidelines and administrative procedures required during your course of study.

1. General information.

1.1. Personal therapy

- The MA is an educational programme and as such is not concerned with attending to the individual therapy needs of students. From time to time personal material will arise that is important and requires you to engage in one to one work with a therapist. In this case we ask that you either select a therapist from the list of recommended counsellors available on request from the MIECAT office, or a therapist of your own choosing.
- MIECAT teaching staff are available for debriefing purposes but are not able to provide one to one therapy for students while they are in the role of facilitator.

1.2. Confidentiality and personal responsibility.

- The nature of our programme is such that personal material will be disclosed during the class time. Please note that all information you gain during the course of MIECAT workshops is confidential and as such should not be discussed outside the class.
- You will not be asked to disclose personal material to others in the class. If you do so that is your choice and you should consider carefully what material feels safe to disclose in any particular context.
- This programme is experiential and we do require a level of participation that ensures learning takes place. However there will be times when you chose to opt out of a particular activity. You are expected to take responsibility for your own learning and for your own wellbeing during this programme. Facilitators are available to discuss any health issues you may have that will prevent you from participating fully in the course.
- When you are requested to include case study material as a part of an assignment or as a class presentation, all information that could identify the client/s should be changed to ensure they remain unidentified.

1.3 Staff contact

Staff may be contacted via the MIECAT office on (03) 9486 9081 or by email admin@miecat.org.au.

2. Enrolment and student administrative procedures

2.1 Enrolment and Fees

MIECAT is a not for profit organisation that is a registered charity. We have no funding from any government agencies and operate on a very tight budget. MIECAT is at this stage unable to offer scholarships for study in the MA. It is a full fee paying course.

- Once you have been offered a place in the MA you will be required to sign an acceptance of offer form and return one of these to MIECAT. The other is for your records.
- Unit fees must be paid quarterly. Fees not paid by the due date will mean suspension from the programme. Please do not give money or cheques to staff members during workshops as this takes up valuable teaching and learning time.
- Unit fees will not be refunded except upon clear medical advice
- Students will not be able to proceed into the following year of the program, nor will they be able to graduate if there are any outstanding fees.
- If you have financial difficulties and would like to negotiate alternative payment schedules must put their request in writing to the MIECAT office.
- From time to time students ask to repeat a unit or units from the MA. If you wish to do this we ask that you put this request in writing to the MIECAT office. Please note that students who do wish to repeat a unit or who may be asked by staff to do so will be charged half the usual unit fee. The same payment schedule for repeat units applies.
- If you wish to defer, discontinue your study, change any order of the units studied or add extra units of study you will need to put this in writing to the MIECAT office prior to the implementation of changes to your study programme.

2.2. Notification of change of address and contact details

- If, during the course of the MA programme your postal or email address changes we ask that you complete the form included in this booklet ASAP and return this to the office so we can update our records.

- We ask that you supply the office with an emergency contact information that includes his/her name, address, phone number and email address if applicable.
- DO NOT PROVIDE AN EMAIL ADDRESS WHICH YOU DO NOT CHECK REGULARLY. ALL TELEPHONE DETAILS SHOULD INCLUDE A NUMBER(S) WHERE YOU CAN BE CONTACTED OR, A MESSAGE LEFT FOR YOU DURING BUSINESS HOURS.

3. Assignments and assessment procedures

3.1. Submission and return of assignments

- You are expected to submit assignments to the MIECAT office by the due date. Extensions to assignments may be negotiated with the unit facilitators via email to the office.
- **You are required to keep a copy of each assignment**
- Assignments must have your name, the unit number, due date, date submitted and staff names on the front cover. If you wish to submit an assignment that are not hard copy or text format the form of this assignment should be negotiated with the unit facilitators prior to submission. Please put your name on every page submitted.
- Assuming assignments are submitted by the due date staff will endeavour to complete the assessment and return the assignment within one month. If assignments are handed in after the due date, we cannot guarantee this turnaround time.
- All assignments that are not submitted on the due date, an extension must be requested in writing/email to the MIECAT office.
- As many assignments have confidential material within them, they may be returned only to the author. If you ask another student to collect your work we ask that you inform the office staff at MIECAT.
- Students who wish to submit joint assignment work or collaborate in ways different to those outlined in the particular unit assessment should gain agreement for this from the facilitator prior to undertaking the assignment.
- In general text assignments should be word processed.
- All assignments must be submitted and graded at least "Pass" level in order to continue into the following year.

3.2. Plagiarism

- You are required to acknowledge all sources of information either in the usual referencing format for assignments outlined in the American Psychological Society Style Guide, or less formally if you

are presenting assessment material in class. Information and ideas from other students, journals, books, others art works should all be acknowledged.

- Written permission must be obtained should you wish to use any material that belongs to other students or to clients, in any assignment or in case presentations to the group.

3.3 Marking

- Some assignments will be graded using the A+ (outstanding) to C (pass) grading system. In cases where students do not complete work to a C standard they will be required to resubmit whole or a part of the assignment. Other assignments will be assessed as either a pass or repeat work required.
- Should students have any complaints regarding their assessment they will be referred to the MIECAT Complaints Procedures. (Refer to Appendix A for the MIECAT Grievance Policy.)

4. Attendance requirements and workload

4.1 Attendance

- You are required to attend at least 80% of the workshops in each unit. Failure to do so may mean you repeat the unit.
- Staff may require you to complete out of class work in lieu of missed workshops
- You are expected to be punctual. All workshops will begin at the advertised time, and also break for lunch and resume after lunch at agreed times. Missing any part of a workshop is disruptive to your own learning and to that of others in the group.

4.2 Workload

- Each unit in the MA has a 4,000 to 5,000 word assignment.
- In addition you may be asked to complete homework tasks that might be reading relevant literature or completing unfinished artwork or experiential inquiries. We expect you will complete all set tasks and failure to do so on a regular basis will be cause for an Unsatisfactory Progress Review.

5. Library and readings

5.1 Library

- MIECAT has a small library that will be accessible to you at advertised times. Access to the library on other occasions may be negotiated with the MIECAT office or library staff.
- We have limited books and ask that you act responsibly in your dealings with the library. If you wish to borrow books you are

required to follow the correct loan procedures and return the books by the due date.

- You may borrow up to three books or journals at any one time.
- All books must be returned to the library before the office closes at the end of the year.
- You may not graduate if there are any library items outstanding, nor may you continue into the following year of the programme until all items have been returned.
- You are responsible for the replacement cost of lost library books and journals.

5.2 Readings

- A collection of relevant reading will be distributed at the commencement of each unit. All students enrolled in the unit will receive the reading material. If you are not enrolled in the unit, the material will be available at a charge – to cover the cost of photocopying.

6. Staff/Student Requests

- All requests regarding fees or administration matters should be directed to the office. Yvonne Hines for fee/finance related matters, Beatrice Heppell for general administration matters.

**The Melbourne Institute for Experiential and Creative Arts Therapy Inc
(MIECAT)**

Grievance Handling and Resolution Policy & Procedure

Policy

MIECAT is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible and offered to complainants at no charge. This procedure applies to all students enrolled at MIECAT as well as prospective students seeking to enrol who have lodged an application. This procedure may also be utilised by those employed by MIECAT either as sessional, full time or part time staff conducting teaching, assessment, supervision and/or administrative and support duties.

MIECAT aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is in accordance with the MIECAT philosophy of intersubjective companionship and aims to prevent grievances from recurring;
- Ensure that all grievances are resolved in a timely manner and are handled professionally, confidentially and with the principles of natural justice.
- Ensure that the views of each party involved in the grievance are respected and are not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.
- Ensure that records of all grievances and the procedures undertaken will be kept accessible to all interested parties for a period of no less than five years. Such records will remain confidential and will be retained in a separate file.

A grievance can be defined as a person's expression of dissatisfaction with an aspect of the MIECAT's services and activities.

MIECAT grievance procedures do not replace or modify procedures or responsibilities which may arise under statute or any other law.

A non academic grievance may be an expression of dissatisfaction with:

- The enrolment, induction/orientation process;
- The quality of education provided;
- Access to personal records;
- The way someone has been treated;
- Amenities
- Amenities
- General complaints, including dissatisfaction with services

An academic grievance may be an expression of dissatisfaction with:

- Course assessment and the issuing of results and testamurs;
- Any other matters directly related to the delivery and or assessment of the accredited MIECAT courses.

This policy and procedure is designed to ensure that the MIECAT responds effectively to individual cases of dissatisfaction.

Before an Issue Becomes a Formal Grievance

Students (or potential students seeking to enrol in a course of study with MIECAT) are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. All MIECAT staff are available to assist in this process.

Procedure

This procedure can be utilised by students and potential students seeking to enrol in a course of study with MIECAT.

During all stages of the *Grievance Handling and Resolution Procedure* MIECAT will take all steps to ensure that the complainant and the respondent will not be victimised or discriminated against.

Stage One:

Formal grievances must be submitted in writing to the Deputy Director. Receipt of the grievance will be acknowledged within five working days.

The Deputy Director, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face meeting with the complainant. When such clarification occurs in a face-to-face meeting the complainant or respondent may ask another person to accompany them.

The Deputy Director, or their nominee, will then endeavour to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance within ten working days.

A written report of the reasons and a full explanation of decisions and actions taken during stage one of this procedure will be made available to the complainant or respondent, upon request.

Stage Two:

If the grievance remains unresolved, The Director, or their nominee, will be appointed to consult with the complainant and other relevant parties within ten working days.

Where possible such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these meetings.

Following the consultation, the Director, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance within ten working days.

A written report of the reasons and a full explanation of decisions and actions taken during stage two of this procedure will be made available to the complainant or respondent, upon request.

Stage Three:

If the complainant remains unsatisfied with the outcome of their grievance, they may make a written request to MIECAT that they wish the matter be dealt with through an external dispute resolution process provided by the Australian Council for Private Education and Training (ACPET).

MIECAT will then advise ACPET in writing of the request within five5 working days. ACPET will arrange for a Round Table Discussion (RTD) to be held between MIECAT and the complainant within ten10 working days of the written notification from MIECAT. ACPET do not charge a fee for this service.

Contact Details for ACPET:

Australian Council for Private Education and Training (ACPET)
PO Box Q1076, QVB Post Office, Sydney NSW 1230
Ph: 1800 657 644 Fax: 02 9264 4550
Email: acpet@acpet.edu.au

If the matter remains unresolved after the RTD then ACPET will appoint an independent mediator within fourteen14 working days of the RTD. ACPET plays no role in the actual mediation. It is then up to the mediator, the complainant and MIECAT to resolve the grievance. MIECAT will bear any costs associated with the mediation. The mediator will advise what fees will be applicable to each party for their services at this time. MIECAT agrees to be bound by the independent mediator's recommendations.

The complainant or the respondent may ask another person to accompany them to meetings with ACPET or the mediator.

The mediator will report to the Director, or their nominee, the outcome of the mediation, including any recommendations arising, within fourteen days. Once the Director, or their nominee, receives the a report of the outcomes from the RTD or independent mediation, they will provide a written report to the complainant within ten working days on the recommended actions to resolve the grievance.

MIECAT agrees to be bound by the independent mediator's recommendations and the Director, or their nominee, will ensure that any recommendations made are implemented within thirty days of receipt of the mediator's report.

A written report of the reasons and a full explanation of decisions and actions taken arising from the external dispute resolution process will be made available to the complainant or respondent, upon request.

If a grievance still remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as The Anti-Discrimination Board or The Office of Fair Trading or Consumer Affairs.

Record Keeping & Confidentiality:

Records of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the

Office Manager. These records will be maintained at the main office, 15 Victoria Street, FITZROY 3065.

All records relating to complaints will be treated as confidential and will be covered by MIECAT's Privacy Policy.

Additional Information:

This procedure will be made available to students (or potential students seeking to enrol in a course of study with MIECAT) regardless of whether the location of the campus at which the grievance has arisen, the mode in which they study students are studying in Melbourne or their place of residence Brisbane.

Nothing in this *Grievance Handling and Resolution Policy and Procedure* limits the rights of students (or potential students) to take action under Australia's Consumer Protection laws. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law. Also, these dispute resolution procedures do not circumscribe an individual's student's rights to pursue other legal remedies.

Publication:

This Policy and Procedure was agreed on and ratified by the MIECAT Executive EXECUTIVE, which is responsible for the overall academic governance of the MIECAT, on 1st February, 2007.

This Policy and Procedure will be made public by publication in the Student Handbook and on MIECAT's website (www.miecat.org.au).

For the purposes of communicating to and training staff, this Policy and Procedure will form part of the induction process and will be published in the Policy and Procedures Manual.