



STUDENT HANDBOOK 2018



BRITE Institute

Toid 3834

Northcote: 463-467 High Street Northcote ph: 03 9481 6422 e: briteinstitute@brite.com.au
Broadmeadows: Cnr Belfast Street & Dallas Drive Broadmeadows ph: 03 9301 7300 e: admin@brite.com.au

TABLE OF CONTENTS:

WELCOME TO BRITE INSTITUTE	3
BRITE INSTITUTE CONTACT DETAILS	3
ABOUT BRITE INSTITUTE	3
TRAINING AT BRITE INSTITUTE	3
WHAT TRAINING DOES BRITE INSTITUTE DELIVER?	3
IS MY TRAINING NATIONALLY RECOGNISED?	3
TRAINING HOURS AT BRITE INSTITUTE	3
HOW DOES BRITE INSTITUTE DELIVER TRAINING?	3
TRAINER/ASSESSORS' QUALIFICATIONS	3
ASSESSMENT OF YOUR TRAINING	4
HOW ARE STUDENTS ASSESSED?	4
ASSESSMENT DECISIONS AND OUTCOMES	5
ASSESSMENT OUTCOMES	5
WHAT IF I AM DEEMED AS 'NOT YET COMPETENT'?	5
CERTIFICATES AND STATEMENTS OF ATTAINMENT	5
UNIQUE STUDENT IDENTIFIER (USI)	5
HOW TO GET A USI	5
STUDENT SURVEYS	6
OTHER SURVEYS:	6
THE VICTORIAN STUDENT SATISFACTION SURVEY	6
ENROLLING AT BRITE INSTITUTE	6
PRIOR TO YOUR ENROLMENT	6
PRE-TRAINING REVIEW	6
LANGUAGE, LITERACY AND NUMERACY SUPPORT	7
RECOGNITION OF PRIOR LEARNING (RPL)	7
CREDIT TRANSFER (CT)	7
TRAINING PACKAGES, QUALIFICATIONS AND COURSES	7
WHAT ARE QUALIFICATIONS?	7
PRE-ACCREDITED PROGRAMS	8
CERTIFICATE I	8
CERTIFICATE II	8
CERTIFICATE III	8
CERTIFICATE IV	8
COURSES	8
HOW ARE COURSES DIFFERENT TO QUALIFICATIONS?	8
TRAINEESHIPS	9
WHAT IS A TRAINEESHIP?	9
FEEs, CHARGES AND REFUNDS	9
DIFFERENCE BETWEEN GOVERNMENT SUBSIDISED AND FEE-FOR-SERVICE TRAINING PLACES	9
WHAT FEES APPLY TO GOVERNMENT SUBSIDISED COURSES?	9
ELIGIBILITY REQUIREMENTS FOR A GOVERNMENT SUBSIDISED TRAINING PLACE	9
BRITE INSTITUTE'S OBLIGATION TO YOU	10
PROVIDING INFORMATION REGARDING FEES	10

WHO IS ELIGIBLE FOR A FEE CONCESSION?	10
WHAT FEES DO INDIGENOUS STUDENTS PAY?	10
TRAINING COSTS THAT APPLY TO JOB SEEKERS	10
WHAT IS A FEE WAIVER/EXEMPTION?	10
FEE PAYMENT OPTIONS	10
FEES PAID IN ADVANCE	10
EXPERIENCING DIFFICULTY PAYING FEES	10
OTHER CHARGES	11
UNPAID FEES	11
REFUND POLICY	11
STUDENT SUPPORT SERVICES	12
ACCESS AND EQUITY POLICY	12
REASONABLE ADJUSTMENT	13
REFRESHMENT FACILITIES	14
POLICIES, PROCEDURES, PROCESSES, REGULATORY FRAMEWORK AND LEGISLATION	14
LEGISLATION	14
PRIVACY POLICY	16
COMPLAINTS AND APPEALS	16
COMPLAINTS AND APPEALS PROCEDURE	17
INFORMAL	17
FORMAL	17
APPEALING THE OUTCOME	17
OTHER AGENCIES THAT CAN HELP IF I HAVE A COMPLAINT	18
CAN I ACCESS MY TRAINING AND ADMINISTRATION FILES?	19
STUDENT CODE OF CONDUCT AND RESPONSIBILITIES	19
STUDENT CODE OF CONDUCT	19
COMPUTER AND INTERNET CONDITIONS OF USE	19
DRESS CODE	20
CAN I BE CONTACTED WHILE I'M TRAINING?	20

WELCOME TO BRITE INSTITUTE

The team at Brite Institute welcomes all students. We congratulate you on your decision to enrol and wish you every success as you develop professionally in your chosen career.

This Handbook is a guide to the services provided by Brite Institute and also outlines your responsibilities as a student. Please talk with us if you require additional information or help. Brite Institute staff are very happy to support and assist you.

Brite Institute Contact Details

Training Organisation Identification number (TOID):
3834

Address: 463– 467 High Street,
Northcote, VIC, 3070

Telephone: (03) 9481 6422

Facsimile: (03) 9486 1073

Email: briteinstitute@brite.com.au

Web: www.brite.com.au

Open Hours: 8.30am – 4.30pm (Mon to Fri)

ABOUT BRITE INSTITUTE

Brite Institute is the trading name of the Victorian Vocational Rehabilitation Association, an organisation committed to the promotion of lifelong learning, equity of service delivery and the process of continuous improvement.

Training hours at Brite Institute

Brite Institute operates between the hours of 8.30am and 4.30pm (Monday to Friday). If you are training at one of Brite Institute's sites your classes will be timetabled between those hours.

Classes will be scheduled from 9.00am to 4.30pm daily. Additional time will be provided for you to ask further questions, attend one-on-one or small group explanations, administration time or for counselling if required.

How does Brite Institute deliver training?

Brite Institute delivers training in the classroom, in the workplace and/or through a combination of both of these methods. In the main, each course at Brite Institute includes a work experience placement to allow you to practice your skills and be assessed in a real work situation.

TRAINING AT BRITE INSTITUTE

What training does Brite Institute deliver?

Brite Institute delivers nationally accredited training in:

- Home and Community Care
- Leisure and Health
- Work Education
- Aged Care
- Disability
- Horticulture

At Brite Institute our skilled and dedicated team of trainers has been delivering quality training and related services to trainees and employers since 1992. Our clients are loyal and frequently express their appreciation of the services we provide.

Is my training Nationally Recognised?

Brite Institute delivers accredited and pre-accredited training. The accredited training we deliver is nationally recognised. When you have completed nationally recognised training, it means that you have been trained and assessed to a standard that is accepted and recognised by industry, employers or any other Registered Training Organisation in Australia.



The NRT logo is used to promote and certify national vocational education and training leading to AQF qualifications or statements of attainment. You will find this logo in our marketing material and on any certificates or statements of attainment that you receive from Brite when training is Nationally Recognised.

If you are completing a traineeship, Brite Institute will work in partnership with you and your employer to deliver quality training and assessment that is designed to meet your workplace needs.

Before you commence training, you will have an opportunity to discuss the course content, the outcomes you will achieve, and participate in the development of an assessment and training plan. You will be supported throughout the learning and assessment process during classroom sessions and/or workplace visits or practical placements.

Trainer/Assessors' Qualifications

Brite Institute's trainers and assessors hold the following required minimum attribute:

- Certificate IV in Training and Assessment or an equivalent qualification

- Relevant qualification to at least the level being delivered
- Relevant and current industry experience
- Any requirements as stated within applicable Training Packages

All Brite Institute trainers and assessors continue to undertake ongoing professional development and maintain their industry skills and currency.

ASSESSMENT OF YOUR TRAINING

How are students assessed?

In nationally recognised training each subject is called a Unit of Competency. The units of competency that you complete at Brite Institute are nationally recognised; this means you will have been trained and assessed to a standard that is accepted by any Industry or other Registered Training Organisation in Australia.

We use a range of methods as a means of assessing that you have gained the skills and knowledge that are required for each Unit. Each unit of competency will include a number of assessment tasks. To demonstrate competency, you must undertake all assessment tasks in the unit of competency. For each task, you will receive a result of S = Satisfactory, or NS = Not Satisfactory against each of the assessment tasks. Assessors will use a Trainer's Guide (benchmark) as a marking guide to assess competence and verify evidence supplied for assessment is valid, sufficient, current and authentic. The assessor will mark each task and provide a corresponding result and or comments for improvement, if required.

Prior to assessment occurring, Trainers/Assessors will describe the requirements for assessment with you. If you have questions or you are unsure about any part of the process you should raise these immediately with your trainer/assessor to seek clarification. In some cases, you may be asked to provide additional evidence to support your responses or to provide more information if your first attempt is not quite right. If this is the case, your Trainer/Assessor will assist you and explain what the gaps are and what type of evidence needs to be provided for rectification.

The assessment tasks that you will be asked to complete may include:

- Review activities; not to be assessed, however,

will be monitored by the trainer/assessor to track your progress and to help identify any areas for further improvement prior to assessment.

- Written Q&A activity or a Practical Skills Activity. To be completed in the assessment tool provided for each unit of competency
- Case Study/Scenario – requiring analysis and problem solving; and documenting outcomes
- Reflective Journal Entry – based on classroom and workplace based experiences throughout the program.
- Presentation - observed by the assessor using a specific criterion relevant to the task
- Project - will require you to conduct your own extensive research and develop evidence that meets the requirement of the task
- Group based assessment - you may be asked to work together with other learners to complete tasks and gather required evidence. (Each learner will submit evidence that is his/her own)
- Workplace based assessment and Observation - to be completed during normal workplace activities in a real working environment
- Recognition of Prior Learning (RPL)

Brite Institute Trainers/Assessors hold relevant industry related experience and qualifications. They will guide you through the assessment process and help you gather relevant evidence.

Brite Institute staff will always work hard to make you feel comfortable through all of the training and assessment requirements. We will ensure that you understand what is happening and what is required during an assessment. As such, prior to an assessment your trainer will advise you:

- When the assessment will take place
- What will be assessed
- How the assessment will be conducted
- The possible outcomes of the assessment
- Options for further rectification or requests for additional evidence
- And any other items or criteria that are specific to the assessment

Assessment Decisions and Outcomes

A result of C = Competent will be allocated to units of competency only when each task within the assessment tool is satisfactorily completed with a depth and breadth of evidence provided to ensure that the following have been met, as per the unit mapping:

- All the performance criteria and elements have been addressed to the required standard
- The knowledge evidence/required knowledge has been demonstrated
- The performance evidence has been demonstrated
- The assessment conditions have been met
- The context and consistency of completed assessments and evidence submitted are appropriate AQF level
- You have completed all assessments to the levels defined in the Trainer's Guide

Assessment Outcomes

You may be given one the following result for individual assessment tasks completed in an assessment tool:

- **S = Satisfactory, or**
- **NS = Not Satisfactory**

Once you have attempted all the tasks in a unit of competency, you will be awarded a result of either:

- **C = Competent; or**
- **NYC = Not Yet Competent**

What if I am deemed as 'Not Yet Competent'?

If you are deemed 'Not Yet Competent' in any of your assessment tasks, you will be given the opportunity for further training and a further attempt to be assessed. You will only be re-assessed on the parts of the unit that were initially determined as 'Not Satisfactory' You will be provided with constructive feedback from the assessor and guidance on what may be required to become competent.

Certificates and Statements of Attainment

A certificate will be issued if you complete a full qualification. If you do not complete a full qualification but achieve competence for one or more units, you will be issued with a Statement of Attainment.

Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by a registered training organisation (RTO) will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: **3AW88YH9U5**. Your USI account will contain all of your nationally recognised training records and results from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

- Students who are enrolling in nationally recognised training for the first time;
- School students completing nationally recognised training; and
- Students continuing with nationally recognised training.

How to get a USI

It is free and easy for you to create your own USI online; or you may give permission for us to create a USI on your behalf. If you wish for Brite to create a USI on your behalf, you will need to confirm this at the enrolment stage. Steps to create your own USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

The personal details entered when you create a USI must match exactly with those on your form of ID.

Step 2 Have your contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select 'Student Entry' and then Select 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7 You should then write down the USI and keep it somewhere handy and safe.

For more information visit: usi.gov.au; or email: usi@education.gov.au; or phone: 1300 857 536

Student Surveys

Brite Institute is committed to providing quality training that meets the needs of each of our students. You are the best indicator of the effectiveness of our resources, training delivery and assessment and are valuable in helping us to identify opportunities for improvement. As such, you will be requested to complete a student survey during your training and on completion of your training. Your feedback is very important and highly valued by Brite Institute.

Other Surveys:

The National Centre for Vocational Education and Research may also contact you to participate in the National Student Outcomes Survey and/or may contact you regarding a Department-endorsed project, training provider audit or review.

The Victorian student satisfaction survey

The Victorian student satisfaction survey collects information from all Victorian students who completed or left the training and TAFE system in the previous calendar year. You may be contacted by the Victorian Department of Education and Training to undertake a survey. This survey is independent of Brite however; the feedback received will be reported back to Brite for continuous improvements. The survey asks a range of questions, including:

- how and why you chose the training

- satisfaction with the training
- your employment situation after the training
- what further training, if any, you are currently enrolled in
- if you didn't complete the training, why was this the case.

ENROLLING AT BRITE INSTITUTE

Prior to your enrolment

When you contact Brite Institute, we can provide you with information about whether you might be eligible for any government subsidies and concessions, any documents that you may need to bring to enrolment, information relating to fees or the purchase of training materials and resources, details of training content, the support services that Brite Institute provides, and referral to online and other resources that may help you decide whether to proceed to enrolment.

Pre-Training Review

When you enrol in training at Brite Institute you will attend an interview with the Enrolment Officer. At the interview we will:

- Assist you to identify the most appropriate qualification and training program to meet your goals and needs
- Determine if you are eligible for any government subsidies or concessions to reduce the cost of your training
- Review any evidence and documentation that you provide to support your eligibility above. Only original documents or certified copies of documents are accepted as evidence for government subsidies and concessions. We will sight and take copies of these to place in your file.
- Determine if you are eligible for Recognition of Prior Learning (RPL) or Credit Transfer (CT) (see further details of RPL and CT in this handbook)
- Assess if your language and literacy skills are suitable for the training you have chosen. We will discuss if you require any additional assistance or changes to our resources or assessment tasks to enable you to successfully complete your training.
- Develop an individual training plan in conjunction with you (and your employer if you are a trainee)
- Develop and provide you with a copy of your training timetable

- Advise you of the materials and resources that will be required for your training
- Determine the fees and charges that will apply and provide you with a written itemised account and explanation of the fees and charges.
- Advise you if there is any government contribution to your training
- Advise you of Brite Institute's services, policies and resources that may support you through your learning journey

Language, Literacy and Numeracy Support

When you enrol at Brite Institute you will participate in a pre-training review. This review includes an assessment of your reading, writing and basic math skills. The review is used to identify whether or not you may need additional support to successfully complete your training.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is based on the understanding that people learn in many different ways throughout their lifetime; through work experience, life experience, education and training.

In general terms the process of RPL involves matching what you already knows and can do, with the learning outcomes of the qualification.

This process will require you to document your claim for RPL using the booklet that will be provided by Brite Institute. This will involve answering questions and providing supporting evidence. You may also be required to complete simulated activities.

If you can show you have attained all of the learning outcomes for a Unit of Competence, you will gain credit for that Unit. If you are not successful in being able to show you are competent in all of the learning outcomes, your trainer/assessor will determine the training and assessment required to meet the gaps that have been identified.

Credit Transfer (CT)

Brite accepts and provides credit for units of competency where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation;

or

- Authenticated VET transcripts issued by the USI Registrar.

Assessors will provide judgement as to the acceptance of the credit transfer by undertaking an analysis of the unit of competency requirements on the national register for training (training.gov.au). Only units of competency that have a usage recommendation current, or superseded and equivalent will be accepted for credit transfer.

If you are seeking Credit Transfer, you will be required to submit an assessment cover sheet, accompanied with a duly certified academic record of completed unit(s) from an RTO, or authenticated VET transcript issued by the USI Registrar.

ALL duly certified academic records of completed unit(s) from another RTO will be verified in writing; whereby the Compliance Team will contact the issuing RTO directly for verification.

If you are deemed eligible for Credit Transfer, you may be able to reduce the amount of time taken to complete a qualification and will have your training plan adjusted accordingly.

The Enrolment Officer will be able to determine this for you.

TRAINING PACKAGES, QUALIFICATIONS AND COURSES

Training packages are groups of vocational education and training (VET) qualifications required for jobs within an industry. They are designed in consultation with people from industry, so that you can get the most current and relevant skills out of a qualification or course; and be job-ready.

What are qualifications?

Qualifications are made up of individual units of competency, which comprise of a number of core units (which are compulsory) and elective units (which you choose based on your interests and desired outcomes from the qualification).

When you enrol with Brite, we will work with you to choose from a range of these units. The choices you make are guided by the training package rules and the

outcomes that you wish to achieve by the end of the course. Employers may also be involved in unit selection in deciding what the desired outcomes might be for their own operation.

When you have been assessed as competent in all of these chosen units, you will be issued a Certificate that is recognised nationally recognised or accredited.

Certificate I

Certificate I represents a limited qualification used in some industries as a baseline entry point. It often comprises broad industry competency requirements within a limited technical range where work is routine and closely supervised.

Certificate II

Certificate II represents a base operational qualification that encompasses a range of functions/activities requiring essential knowledge of operations and limited practical skills in a defined context.

Certificate III

Certificate III represents a qualification for the skilled operator who applies a broad range of competencies within a more varied work context, possibly providing technical advice and support to a team including having team leader responsibilities.

Certificate IV

Certificate IV represents a qualification that is based on more sophisticated technical applications involving competencies requiring increased theoretical knowledge, applied in a non-routine environment and which may involve team leadership and management and increased responsibility for outcomes.

Brite Institute delivers a variety of courses from 'short courses' such as the Australian Apprenticeship Access Program and pre-accredited ACFE funded courses to full certificates delivered through government-funded programs, traineeships or fee-for-service arrangements.

Pre-accredited programs

Brite Institute delivers a variety of courses such as the Australian Apprenticeship Access Program and pre-accredited Adult, Community and Further Education (ACFE) courses. Pre-accredited programs are short

modular courses designed for you to gain confidence and skills. They focus on creating pathways to further education and training or a step to employment. They are designed to address the particular needs of people who have experienced barriers to education in the past and find it difficult to undertake accredited programs as their first step back into education and training. Pre-accredited courses fall under 3 categories:

Employment Skills - Training in basic skills to support work or further learning, such as communications, teamwork and problem solving, job search skills.

Vocational Programs - Vocational education that assists people with skills acquisition required for specific occupations to start work, return to work or to change jobs.

Adult Literacy and Numeracy - Training in literacy and numeracy skills including teaching English language to people from culturally and linguistically diverse backgrounds, for example English as an Additional Language (EAL).

COURSES

How are courses different to qualifications?

In addition to delivering nationally accredited qualifications, Brite Institute delivers a range of courses that can be a great pathway to further study in a full qualification.

Brite Institute delivers the Certificate I in Work Education (see above) that is a foundations skills course based on a Victorian accredited curriculum. You will obtain a Certificate on successful completion of this course. This course is recognised in Victoria.

Brite Institute also delivers courses that are not full qualifications and are developed to meet an industry, employer or student need. The course can include accredited and/or pre-accredited training and may attract government funding. Since the course does not provide the student with a full qualification, a Statement of Attainment will be issued at the completion of training and not a Certificate.

Contact Brite Institute for information on any current or upcoming course.

TRAINEESHIPS

What is a Traineeship?

Traineeships are available across a broad range of industries. They combine structured training and employment and lead to nationally recognised qualifications. This training is delivered with Victorian Government funding.

There are eligibility requirements that must be met in order to undertake a traineeship.

FEES, CHARGES AND REFUNDS

Fees for training can vary depending on the course or qualification you enrol in and whether you are eligible for a government subsidised place or you are paying as a full fee for service student.

Difference between Government subsidised and fee-for-service training places

Government subsidised training places attract a subsidy from the government **that pays for part of your training fees**. You must meet set criteria to be eligible for a government subsidy and provide acceptable evidence to support this.

Fee-for-service training - for students who do not meet the eligibility requirements of any government subsidy or fee concession.

What fees apply to Government subsidised Courses?

If it is determined that you are eligible for government subsidised training and you have supplied acceptable evidence to support this, Brite Institute will apply to the government to pay a portion of your tuition fees.

There are 2 remaining fees that you are responsible for paying:

1. Tuition fee –(this is the remaining part of your tuition fee that is not covered by the government subsidy). A number of factors can affect the calculation of this fee for example, the year in which you commence, the number of

hours you are enrolling in, whether you have been granted RPL (Recognition of Prior Learning) or Credit Transfers (CT), the calendar year training commences in, and your eligibility for a concession, fee waiver or fee exemption.

2. Amenities fee - is a set fee. This fee is collected and expended for the sole purpose of providing facilities, services or activities of direct benefit to our students. It includes use of telephones, photocopier, Internet access and consumables such as tea and coffee.

Brite Institute levies, fees, and charges in accordance with the Department of Education and Training fees and charges guidelines. For further details please refer to:

www.education.vic.gov.au/victorianskillsgateway/students/pages/fees-funding-and-financial-support.aspx

Fees and charges are also applied in a manner that upholds the principles of access and equity.

Eligibility requirements for a government subsidised training place

To be eligible for government subsidised training you must meet one of the following citizen/residency status requirements:

- Australian citizen
- Australian Permanent Resident (holder of a permanent visa); or
- New Zealand citizen

And are any of the following:

- Under 20 years of age
- Seeking to enrol in a Foundation Skills course
- Seeking to enrol in nationally recognised training as an apprenticeship
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification

And:

- You haven't begun and/or enrolled in two or more other government-subsidised courses in this year (i.e. you cannot start more than two government-subsidised courses in a calendar year)
- You are not already doing two or more other

government-subsidised courses. (This means that you cannot do more than two government-subsidised courses at one time)

- You have not commenced two or more subsidised courses at the same level in your lifetime (you will not be eligible or you will have to consider doing a higher level certificate).

BRITE INSTITUTE'S OBLIGATION TO YOU

Providing information regarding fees

Individual student fees may vary due to a number of factors.

Brite Institute is committed to helping students understand how fees are calculated and providing information that can help students minimise the fees they are required to pay. This information includes:

- An itemised list of what you will have to pay
- Details of the any concessions or funding you may be eligible for and the evidence you will need to have to support this eligibility; and
- Details of our refund policy

Who is eligible for a fee concession?

Concessions on tuition fees for government subsidised training places are charged at 20% of the standard tuition fee. Concessions are available to people in the following groups:

- Commonwealth Health Care Card holders, and their dependant children and dependant spouses
- Pensioner Concession Card holders, and their dependant children and dependant spouses
- Veteran's Gold Card holders (but not their dependants)

What fees do Indigenous students pay?

Under the Indigenous Completions Initiative, Indigenous students only pay the concession tuition fee in each course category.

Training costs that apply to Job Seekers

If you are a Job Seeker and referred through a Job Active (JA) Provider, and you are eligible for a fee concession (see above), you will pay 20% of our non-concession, standard tuition fee. Your JA provider will be invoiced

for the remaining 80% of your tuition fee, and they will be responsible for payment of this cost.

If you are a Job Seeker referred through a JA provider, but you are not eligible for a fee concession, then you will be responsible for the non-concession standard tuition fee. You should contact your JA provider to discuss any assistance they may be able to provide with payment of your tuition fees.

If you are a Job Seeker and you do not have a JA provider, then you may still meet the eligibility criteria for a government subsidised training place and any concession requirements. Please contact Brite Institute on ph: 9481 6422 to discuss.

What is a Fee Waiver/Exemption?

Specific fee waivers or exemptions may apply to government-subsidised courses. For example, prisoners from the Judy Lazarus Transition Centre and young people required to undertake a course of study pursuant to a community based order are not charged a tuition fee.

Please contact Brite Administration on ph: 9481 6422 to determine if you are eligible for a fee waiver or exemption.

Fee payment options

Payment can be made via cash, cheque (in person) or credit card (in person & over the phone), EFTPOS or by direct credit into Brite Institute's bank account.

If an employer or third party is paying student fees, written authority to invoice from that party must be provided. Employers or third parties will not be invoiced without this authority.

Fees paid in advance

In recognition of the risks faced by students and in compliance with requirements of being a registered training organisation, Brite Institute will only accept payment of an amount that is less than \$1000 from a student for any amenities fees or any other fees, prior to the commencement of a course.

Experiencing difficulty paying fees

Any person who is able to demonstrate extreme hardship may apply for a fee exemption or concession on the tuition fee and/or the amenities fee. "Extreme Hardship" is not defined specifically, but the phrase

indicates that the circumstances are exceptional. Reasons for the exemption or concession must be documented by the student on the application.

Other charges

Your original and a copy of your Certificate or Statement of Attainment is provided once you complete a qualification or part thereof or when all tuition fees have been paid. Requests for any further re-prints of Certificates or Statements of Attainment will be charged \$30.00 each.

Unpaid fees

In the case where fees are not paid for an extended period, your training account may be suspended or cancelled until such times when all payments in arrears are made. A Certificate or Statement of Attainment will not be issued until all fees have been paid.

Refund policy

Brite Institute will refund fees paid in advance without penalty should a course be cancelled or a student not

commence. Fees paid for students who discontinue training within four weeks of enrolment may be refunded less an administration fee (charged as a percentage of the overall fees) and less the cost of any materials provided. Fees paid for students who withdraw from a training program more than four weeks after enrolment will not be refunded. Requests for refunds will be processed within 28 days of receiving the written request. Refunds will not be issued in cash.

Fees will not be refunded until:

- A written request for refund has been submitted to Brite Institute's RTO Operations Manager
- There is official notification from the 3rd party who paid the fees that the student has withdrawn from the training program
- The student's withdrawal from the training program can be confirmed by Brite Institute

Reason for Refund	Refund Amount
Student has decided to withdraw from course within 4 weeks after the scheduled course commencement date.	Brite Institute will refund the tuition fees (less 20%), any applicable amenities and unissued materials (if applicable). If less than 20% of the invoiced tuition fee has been paid, then this amount will be withheld.
Student has decided to withdraw from course after 4 weeks from the scheduled course commencement date.	No refund is available for tuition fees or amenities fees.
Student stops attending classes without formally withdrawing from a course.	No fee refund will be given.
Brite Institute cancels a course.	A full refund of all payments will be made for ANY course cancelled by Brite Institute.

Any student who does not officially withdraw from their enrolment in writing, and has fees outstanding after the withdrawal date will still be liable for their enrolment fees.

For further information on course fees and charges please contact Brite Institute on 9481 6422. You can also check the Brite website and refer to the "Fees and Refunds" page.

STUDENT SUPPORT SERVICES

You will have the opportunity to develop skills, knowledge and attitude in a classroom workshop environment before undertaking assessment in a Vocational Education and Training, Workplace or Simulated Workplace context.

Structured workshops and study/tutorial sessions are available to provide further support to you throughout the qualification. You will have the support of a trainer throughout your qualification. The trainer will support you throughout the learning process and ensure that you have received the appropriate amount of training in each skill and knowledge area and can practice and apply the skills and knowledge requirements of each unit of competency. You will have the opportunity to fully acquire and absorb the required knowledge, and develop skills over time prior to being assessed.

Other support services:

- Wheelchair and other disability access is available at all Brite facilities

- An extensive community services research library and audio/visual resources is available
- Laptops and tablets with Internet may be available for students' use
- You are encouraged to attend on non-training days to work on your assessments. If you require assistance there is generally a trainer available

You will be provided with Brite Institutes contact details, including your trainers email address. You are encouraged to contact Brite Institute if you require any assistance.

Access and Equity Policy

Brite is committed to providing equal opportunity and promoting inclusive practices and processes and integrating the principles of access and equity in all its policies and procedures.

Access and equity relates to the approaches used to make sure training and assessment practices consider and respond to your individual needs, so that potential learning barriers are minimised. Individual needs that could present barriers to access, participation and achievement of learning outcomes include:

- age
- gender
- cultural or ethnic background
- disability
- sexuality
- language, literacy or numeracy skills
- employment status
- geographical location.

We have ensured that the design and content of all programs support equitable access and progression for all learners. The training and assessment processes and methods utilised do not disadvantage any individual learners. Your eligibility and profile will be assessed prior to enrolment to determine if any additional educational and/or support services will be required.

We have taken a proactive approach to ensure that any access and equity issues have been addressed in the following ways:

- All training and assessment materials have been vetted and validated to ensure that they are culturally appropriate for every learner
- All training and assessment materials have been vetted and validated to ensure that they are suitable for the language, literacy and numeracy skill levels of learners (while meeting the requirements of the unit of competency).

We provide an assessment process that is fair, flexible, valid, reliable and consistent, by:

- Providing Recognition of Prior Learning (RPL) and previously acquired skills and knowledge
- Providing adequate information on course and subject assessment to all learners prior to enrolment
- Allowing you the right to appeal an assessment or recognition decision

Giving you equal opportunity to demonstrate competence.

Reasonable Adjustment

Reasonable adjustments may be made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate your particular needs; particularly for learners with a

disability. An adjustment will be considered reasonable if it can accommodate your particular needs, while also taking into account factors such as: your individual views; the potential effect of the adjustment on you and others; the costs and benefits of making the adjustment.

Prior to any adjustments being made, assessors will ensure that:

- The approach has been discussed and agreed to by the you
- There is a benefit to you
- The competency standards are maintained
- Any changes made can be accommodated in the workplace.

Reasonable adjustment may include (but is not restricted to):

- The use of adaptive/assistive technology (equipment and software designed for use by people with a disability; interpreters, and the like)
- Referral to external educational support
- Learning and assessment aids such as papers in large print or the use of scribes
- Allowance of extra time to complete a course or assessment.

Special consideration may be granted if through misfortune (e.g. illness, bereavement or personal trauma) you are prevented from completing an assessment or you believe that their performance in an assessment event has been affected by the incident.

You will be involved in the negotiation of your own training plan. It is anticipated that the amount of time allocated to complete training, will enable you to integrate and develop the knowledge and skills during into your normal daily work practices. Any variations to the training plan will be dependent on your prior experience and by your ability to develop the necessary application of skills and knowledge and your availability to attend workshops.

REFRESHMENT FACILITIES

Brite Institute (Northcote):

Tea and coffee is provided to all students attending off-the-job training at Brite Institute.

Students have the use of kitchen facilities (including microwave, refrigerator, cutlery and crockery) as well as filtered water.

Brite Services (Broadmeadows):

Students training at Brite Services can request the use of the kitchen facilities (including microwave, refrigerator, and crockery).

POLICIES, PROCEDURES, PROCESSES, REGULATORY FRAMEWORK AND LEGISLATION

Legislation

Brite Institute is bound by legislation that guides us in the delivery of training and our operations as a Registered Training Organisation. Much of that legislation impacts you as a student.

As a student, you have rights and responsibilities. If at any time during your training, you feel that a staff member, student, or the environment you are in, is breaching your rights or placing you in a situation you are not comfortable with, then please approach your trainer or another staff member to discuss.

The table below outlines the legislation we are referring to and explains how Brite Institute will comply with this legislation to make your training with us safe, fair, enjoyable and successful! The policies that follow have been developed to guide us in our commitment to meeting your rights.

At Brite Institute, we make every effort to support all of our students and to meet our legislative requirements, but if there is a problem – you need to tell us!

<p>Occupational Health and Safety (Workplace Health and Safety) – The following legislation applies to all staff, students, and visitors to a Brite Institute worksite. BI views the safety of our staff, students and visitors as a priority. BI complies with this legislation by providing safe workplaces and working conditions, safe training environments, and safe training practices and the use of equipment and furniture that meets OH&S requirements. BI also complies with this legislation in ensuring the safety of students in practical work placements with employers including access to insurance coverage.</p>		
Occupational Health and Safety Act 2004	www.legislation.vic.gov.au	
Workplace Injury, Rehabilitation and Compensation Act 2013 (applies from 1 July 2014)	www.legislation.vic.gov.au	
<p>Equal Opportunity and Human Rights- The following legislation applies to all staff, students’ employers and other key stakeholders associated with BI. BI is committed to upholding the rights of all staff, students, employers and other groups that BI may interact with. BI complies with the following legislation by providing workplace and training environments that prevent discrimination, sexual harassment and bullying. BI has fair recruitment processes that provide access for all applicants, and provide non-discriminatory, fair and supportive recruitment, enrolment and administrative processes that support our commitment to access and equity for all students to our training programs. Additionally, BI uses training sites with access for students with disability and where required and at all possible, adjusts resource and assessment tools to meet the needs of these students</p>		
Disability Discrimination Act 1992	www.comlaw.gov.au	
Age Discrimination Act 2004	www.comlaw.gov.au/	
Equal Opportunity Act 2010	www.legislation.vic.gov.au	
Australian Human Rights Commission Act 1986	www.comlaw.gov.au/	
Racial and Religious Tolerance Act 2001	www.comlaw.gov.au	
Charter of Human Rights and Responsibilities Act 2006	www.legislation.vic.gov.au	
Racial Discrimination Act 1975	www.comlaw.gov.au/	
Sex Discrimination Act 1984	www.austlii.edu.au/	
<p>Privacy – The following legislation applies to all staff at Brite Institute. Brite Institute complies with this legislation by ensuring the privacy of all students and others when we collect, store, used disclose and/or transfer their personal information. This also covers collection of information, storage and destroying information relating to a student’s Unique Student Identifier.</p>		
Privacy Act 1988	www.comlaw.gov.au/	
Australian Privacy Principles	Contained within the Privacy Act 1988	
Information Privacy Act 2000 (Victoria) (and the Information Privacy Principles)	www.legislation.vic.gov.au	
Student Identifiers Act 2014	www.legislation.vic.gov.au	
Student Identifiers Regulation 2014	www.comlaw.gov.au/	
<p>Legislation related to course delivery – The following legislation applies to all BI staff and students both in the delivery of training and assessment and in the practical work placement. All legislation relating to a vocational area is included in to the delivery of training and assessment for that accredited unit, course or qualification. Please also refer to Equal Opportunity and Human Rights legislation as this legislation may also be relevant to your training</p>		
The Aged Care Act 1977 (amended March 2014)	www.comlaw.gov.au/	Community Services
HACC standards	www.health.vic.gov.au/hacc/	Community Services (specifically HACC)
Health Records Act 2001	www.health.vic.gov.au/	Community Services
Drugs, Poisons and Controlled Substances Act 1981 (amended 2010)	www.legislation.vic.gov.au/	Community Services
Environment Protection Act 1970	www.austlii.edu.au/	Horticulture and Competitive Systems & Practices

Environment Protection and Biodiversity Conservation Act 1999	www.comlaw.gov.au/	Horticulture and Competitive Systems & Practices
Environment Protection and Biodiversity Conservation Amendment Regulations 2009	www.comlaw.gov.au/	Horticulture and Competitive Systems & Practices
Dangerous Goods Act 1985	www.legislation.vic.gov.au/	Horticulture and Competitive Systems & Practices
Dangerous Goods (Storage and Handling) Regulations 2012	www.legislation.vic.gov.au/	Horticulture

As an RTO, Brite Institute must work within the following regulatory framework. This framework outlines the obligations and responsibilities associated with being a Registered Training Organisation.

REGULATORY FRAMEWORK	
2016 VRQA Guidelines for VET Providers	www.vrqa.vic.gov.au/registration/Pages/renew.aspx
AQTF Essential Conditions and Standards for Continuing Registration	www.vrqa.vic.gov.au/registration/Pages/renew.aspx
Education and Training Reform Act 2006	www.legislation.vic.gov.au/
The standards for Registered Training Organisations (RTOs) 2015	www.comlaw.gov.au
Australian Qualifications Framework	www.aqf.edu.au
Data Provision Requirements 2012	www.legislation.vic.gov.au/
Financial Viability Risk Assessment Requirements 2011	www.legislation.vic.gov.au/
Fit and Proper Person Requirements 2011	www.legislation.vic.gov.au/

Privacy Policy

Brite Institute is committed to protecting your privacy. The information collected by the organisation is for the purposes of assisting with the provision of our services to you. Sensitive information will not be collected without your consent.

To protect the personal information we collect and record, Brite Institute complies with Australian Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Information Privacy Act 2000 (Victoria). At Brite Institute we are committed to protecting the privacy of your personal information from misuse, loss and from unauthorised access, modification or disclosure.

Brite Institute will also take reasonable steps to ensure that your personal information is accurate, complete and up-to-date. You are encouraged to help us by informing us of any changes to your details.

A full copy of the Brite Institute Privacy Policy is available upon request. If you would like a copy of the Privacy Policy please ask a Brite Institute staff member or telephone Brite Institute Administration on 9481 6422.

Complaints and Appeals

Brite Institute has informal and formal complaints and appeals procedures. These can help you if you are unhappy with your training, the way you are learning,

if you are unhappy with an assessment activity or process or the way you are being treated. The process for dealing with complaints and appeals aims to solve problems before they become serious. If you have a complaint or wish to appeal a decision, the following processes apply:

COMPLAINTS AND APPEALS PROCEDURE

Informal

1. If you have a complaint or wish to appeal a decision you should firstly contact your trainer, and/or another staff member.
2. Where the complaint or appeal is made directly to your trainer or another staff member, every effort should be made by you and your trainer and/or other staff member to resolve the matter.

If your complaint or appeal has not been resolved following this informal process, within two weeks, the following formal process will apply.

Formal

1. An appeal can only be made within 10 working days of the decision being made or the date the student becomes aware of the decision (whichever is the latter).
2. You can complete or gain assistance to complete the appropriate Complaints Form or an Assessment Appeals Form (please see Brite Administration for a copy) which you will submit to Brite Institute's RTO Operations Manager (referred to as the 'Administrator').
3. The Administrator shall forward the completed Complaints and Appeals Form to the Chief Executive Officer.
4. As a matter of priority, the Chief Executive Officer shall meet with all parties concerned either individually or together with the aim of satisfactorily resolving the complaint.
5. You may be accompanied to the meeting and/or represented by an advocate of their choice.
6. A fair and reasonable timescale (within one month) shall be set by the CEO to investigate and make a decision on the complaint or appeal. You

shall be advised of the set timeframe.

7. You cannot be disadvantaged through the setting of this timeline.
8. The outcome of the Chief Executive Officer's decision will be forwarded, in writing, to the parties involved in the complaint by the set date.

Appealing the outcome

1. If you are not satisfied that the complaint has been resolved then you may write to the CEO requesting the formation of a Complaints/ Appeals Committee to consider the matter.
2. The Complaints/Appeals Committee shall comprise the CEO, the Quality and Compliance Coordinator, two members (not employed by Brite Institute) from the training industry and a Brite Institute Board member.
3. Where at all possible, a meeting of the Complaints/Appeals Committee together with you and any other relevant parties shall be organised within two weeks of the CEO receiving your written request.
4. You will be advised that you may be supported or represented by a support person of your choice at the meeting.
5. The Complaints/Appeals Committee will determine an outcome based on a majority vote within one week of the meeting, and the Quality and Compliance Coordinator will communicate the outcome in writing to all parties directly involved in the matter.
6. The decision of the Complaints / Appeals Committee will be final.
7. If you do not accept the resolution from the Committee, then you will be advised that you can contact the Victorian Registration and Qualifications Authority (VRQA) and/or the following agencies for assistance:

The VRQA investigates complaints about Victorian Registered Training Organisations (RTOs). This included TAFEs, private training companies and adult education centres. The VRQA website is:

www.vrqa.vic.gov.au/complaints/Pages/default.aspx

COMPLAINTS THE VRQA CAN INVESTIGATE	COMPLAINTS THE VRQA CAN'T INVESTIGATE
<ul style="list-style-type: none"> • The quality of training at the RTO (for example training is too short, disorganised, not relevant) • The way the RTO assesses students • The qualifications of trainers/assessors • The quality of staff, facilities, equipment and materials • The information the RTO gives students before they enrol • The way the RTO handles complaints and appeals • The RTO not giving students their results • Student support services • Problems with certificates and result statements the RTO issues • Marketing materials • Any other potential breach of the Standards. To find out more, read the AQTF 2007 Essential Standards for Registration. 	<ul style="list-style-type: none"> • An RTO not giving you a refund • The fees an RTO charges • Personal disputes between staff and students • Employment issues (for example staff pay and conditions) • Unofficial or non-accredited training the RTO runs. • However, there are other government agencies (listed below) that may be able to handle these types of complaints

The following agencies handle complaints about the VRQA/review VRQA decisions:

- Victorian Ombudsman and
- Victorian Privacy Commissioner

Other agencies that can help if I have a complaint

For complaints that the VRQA cannot investigate you may refer to the following agencies that can be found at

www.vrqa.vic.gov.au/complaints/Pages/otheragencies.aspx

Complaints about refunds, fees and charges:

Consumer Affairs Victoria

Helpline: 1300 55 81 81

Email: consumer@justice.vic.gov.au

Website: www.consumer.vic.gov.au

Complaints about apprenticeships and traineeships:

To contact your local Apprenticeship Field Officer call

Apprenticeships Administration Information

Hotline: Phone 1300 722 603

National Training Complaints Hotline, Skilling

Australia: Phone 13 38 73

Department of Education and Training

Web:

www.education.vic.gov.au/training/learners/apprentices/Pages/problems.aspx

Complaints about employee issues such as staff entitlements and other workplace issues:

Fairwork Ombudsman

Phone: 13 13 94

Web: www.fairwork.gov.au

Complaints about occupational health and safety:

WorkSafe Victoria Advisory Service

Phone: (03) 9641 1444 or

1800 136 089 (toll free).

Email: info@worksafe.vic.gov.au

Web: www.worksafe.vic.gov.au

Complaints about discrimination and racial or religious vilification:

Victorian Equal Opportunity and Human Rights Commission

Phone: 1300 292 153

Email: complaint@veohrc.vic.gov.au

Web: www.humanrightscommission.vic.gov.au

Can I access my training and Administration files?

All students are able to access information contained within their training and administration files at any time. You can do this by asking administration staff or your trainer for access.

Student code of conduct and responsibilities

Just as the management and staff at Brite Institute have responsibilities to you as our student, you also have basic responsibilities that will help to make your learning journey a positive and productive experience. You are required to:

- Arrive on time for all training sessions
- Arrive prepared for all training sessions (e.g. have pens, paper etc.)
- Participate appropriately in all training sessions
- Work within timelines, or make appropriate alternative arrangements with your trainer
- Discuss any issues or concerns you have with an appropriate Brite Institute staff member
- Treat Brite Institute staff and fellow students with politeness and respect
- Respect the rights of your fellow students to work and train in a safe and harmonious learning environment.

Student Code of Conduct

While training with Brite Institute, you are required to behave within Brite Institute's **Student Code Of Conduct**.

This Code of Conduct applies to all Brite Institute students and is summarised below:

- Respect yourself and others. Harassment and bullying will not be tolerated. Physical and verbal assault will not be tolerated.
- Respect Brite Institute's property and the property of others.
- Turn your mobile phone off or have it on silent during training sessions.
- Adhere to Occupational Health and Safety requirements including wearing appropriate footwear and other personal protective equipment as required.
- Do not smoke inside Brite Institute or in any other

non-smoking area.

- Brite Institute does not allow illegal drugs or anyone under the influence of drugs on site.
- Brite Institute does not allow alcohol or anyone under the influence of alcohol on site.
- Brite Institute requires people taking medications to be aware of the medicinal side effects that could put themselves and others at risk.
- Do not plagiarise, cheat or infringe copyright.

Breaches of this code of conduct may result in disciplinary action in accordance with Brite Institute's policies and procedures. Any illegal activities will be referred to the police.

Students who repeatedly disregard the rights of others, and do not respond to counselling with their trainer/assessor and/or Brite Institute's Chief Executive Officer, may have their training cancelled.

Computer and Internet conditions of use

Computers are available for students to use on site at Brite Institute. When using computers you will also have access to the Internet. This computer and Internet use is strictly for activities associated with training and/or assessments – NOT FOR PERSONAL ACTIVITIES. Students must not access social media sites through Brite Institute's computers and Internet services. The following will also apply to all students using Brite Institute's computers and Internet.

Students must not send, upload, download, use, retrieve, or access any email or material through Brite Institute's computers and the internet access provided through those computers that:

- Is obscene, offensive or inappropriate. This includes text, images, sound or any other material, sent either in an email or in an attachment to an email, or through a link to a site (URL). For example, material of a sexual nature, indecent or pornographic material.
- Causes (or could cause) insult, offence, intimidation or humiliation.
- May be defamatory or could adversely impact the image or reputation of Brite Institute. A defamatory message or material can cause insult or lower the reputation of a person or group.
- Is illegal, unlawful or inappropriate.
- Affects the performance of, or causes damage to Brite Institute's computer system in any way.

- Gives the impression of, representing or giving opinions or making unauthorised statements on behalf of Brite Institute.

Students must not transmit or send Brite Institute's documents (in any format) to any external parties or organisations unless expressly authorised to do so.

Breaches of the Student Code of Conduct or 'Brite Institute's Computer and Internet Conditions of Use', may result in the suspension or cancellation of enrolment in accordance with Brite Institute's policies and procedures. Illegal activities will be referred to the police.

Dress Code

While attending training at Brite Institute, all students are expected to dress in an appropriate manner.

As Brite Institute is considered an extension of your workplace; you may be required to demonstrate practical tasks in a class situation. Please dress modestly and appropriately so that you can comfortably participate in these tasks.

Particularly for those students undertaking Community Services training the following items should be noted:

- Jewellery should be kept to a minimum as it can often lead to Occupational Health and Safety issues such as cross infection and/or injury to yourself or others.
- Appropriate footwear (closed toe shoes with a low heel, or no heel) should always be worn to guard against Occupational Health and Safety risks. Fingernails should be kept short and clean, and long hair should be tied back.

Can I be contacted while I'm training?

Mobile phones must be turned off during training sessions. You can check your mobile phone for messages during breaks from training. If someone needs to contact you while you are attending training, they may leave a message for you with Brite Institute Administration (9481 6422).

Urgent messages will be passed on to students as soon as possible. All other messages will be made available to you at a convenient time during your training day.

NEED MORE INFORMATION?

If you require more information or have questions that this handbook did not answer please contact Brite Institute

CONTACT US

Brite Institute

463 – 467 High Street
Northcote, VIC 3070

ph: 03 9481 6422

f: 03 9486 1071

w: www.brite.com.au

e: briteinstitute@brite.com.au

Brite Services

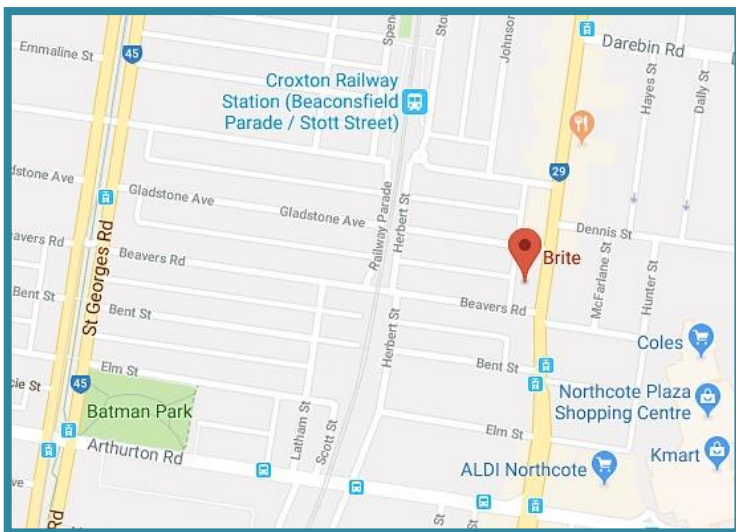
Cnr Belfast Street & Dallas Drive
Broadmeadows, VIC 3047

ph: 03 9301 7300

f: 03 9301 7399

w: www.brite.com.au

e: admin@brite.com.au



Northcote: 463-467 High Street Northcote ph: 03 9481 6422 e: briteinstitute@brite.com.au
Broadmeadows: Cnr Belfast Street & Dallas Drive Broadmeadows ph: 03 9301 7300 e: admin@brite.com.au