



Brite | Student Handbook



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Welcome to Brite Institute

Welcome to Brite Institute and congratulations on your decision to enrol. We wish you every success as you develop your skills and knowledge.

This handbook explains the services we provide, our responsibilities to you and your responsibilities as a student.

Please talk with us if you need information or help. Our staff are always happy to assist you.

About us

Brite Institute is committed to the promotion of lifelong learning, equity of service delivery and the process of continuous improvement. Our skilled and experienced trainers have been delivering quality training and related services to learners and employers since 1992.

Our contact details

Brite Institute

1 Belfast Street, Broadmeadows VIC 3047

T: 03 9301 7300

E: briteinstitute@brite.com.au

W: www.brite.com.au

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

Training Organisation Identification number (TOID): 3834

Training at Brite Institute

Our nationally recognised training

We deliver nationally accredited training in:

- home and community care
- leisure and health
- work education/transition education
- language, literacy and numeracy
- aged care
- disability.

When a course is nationally recognised, you know that you've been trained and assessed to a standard that is accepted and recognised by industry, employers and other registered training organisations (RTOs) in Australia.



This logo is used to promote and certify national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or statements of attainment. You'll find this logo in our marketing material and on any certificates or Statements of Attainment that you receive from us when your training is nationally recognised.

How we deliver training

Training normally takes place between 8.30am and 4.30pm Monday to Friday. Sometimes classes might be scheduled outside these hours, including in the evening and on weekends.

Our training takes place in the classroom, in the workplace or a combination of both. During your training you'll be given extra time to ask questions, attend one-on-one or small group explanations, deal with administration or attend counselling if you need it. Most of our courses include a work experience placement, which means you can practise your skills and be assessed in a real work situation.

Before you start your course, our staff will talk with you about what you'd like to achieve and work with you to develop an assessment and training plan.

Trainer and assessor qualifications

Our trainers and assessors hold the following (as a minimum):

- Certificate IV in Training and Assessment or equivalent qualification
- relevant qualification to at least the level being delivered
- relevant and current industry experience
- requirements as stated in applicable training packages.

Our trainers and assessors also undertake ongoing professional development to maintain their industry skills and currency.

How you will be assessed

In nationally recognised training, each subject is called a unit of competency. We use different ways to assess that you've gained the skills and knowledge required for each unit. Every unit of competency includes a number of assessment tasks. To show competency, you need to undertake all assessment tasks in that unit of competency.

For each task, you'll receive a result of S = Satisfactory or NS = Not Satisfactory.

Your assessor uses a Trainer's Guide (benchmark) as a marking guide to assess your competence and verify that the evidence supplied for assessment is valid, sufficient, current and authentic. The assessor will mark each task and provide you with a result and/or comments for improvement, if required.

Before your assessment, your trainer/assessor will describe the requirements for assessment with you. If you have questions or you're unsure about any part of the process, let your trainer/assessor know straight away. In some cases, you might be asked to provide more evidence or more information if your first attempt isn't quite right. If this is the case, your trainer/assessor will explain what the gaps are and what type of evidence you need to provide.

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

- **review activities** (not assessed): your trainer/assessor will track your progress and help identify any areas for improvement before your assessment
- **written Q&A activity or a practical skills activity**: you complete this in the assessment tool we provide for each of your units of competency
- **case study/scenario**: you'll use analysis and problem solving, and document the outcomes
- **reflective journal entry**: this will be based on your classroom and workplace experiences during the course
- **presentation**: observed by your trainer/assessor using specific guidelines
- **project**: you conduct your own research and develop evidence that meets the requirement of the task
- **group based assessment**: you work with other learners to complete tasks and gather evidence (each learner submits their own evidence)
- **workplace based assessment and observation**: to be completed during normal workplace activities in a real working environment
- **recognition of prior learning** (RPL).

Our trainers/assessors have industry experience and teaching qualifications. They will guide you through the assessment process and help you gather the evidence you need. They'll also make sure that you understand what's happening and what's required during your assessment.

Your trainer will also tell you:

- when your assessment will take place
- what will be assessed
- how your assessment will occur
- the possible outcomes of your assessment
- options for additional assessment or requests for more evidence
- any other issues that are specific to your assessment.

Assessment decisions and outcomes

You will only receive a result of 'C = Competent' for a unit of competency when you've satisfactorily completed each task as below:

- all the performance criteria and elements are addressed to the required standard
- the knowledge evidence/required knowledge is demonstrated
- the performance evidence is demonstrated
- the assessment conditions are met
- the context and consistency of completed assessments and evidence submitted are at the appropriate AQF level
- you've completed all assessments to the levels defined in the Trainer's Guide.

You may be given one the following results for individual assessment tasks you complete:

- S = Satisfactory or
- NS = Not Satisfactory.

Once you've attempted all the tasks in a unit of competency, you'll be awarded a result:

- C = Competent or
- NYC = Not Yet Competent.

If you are deemed 'Not Yet Competent'

If you are deemed 'Not Yet Competent' in any of your assessment tasks, you'll be given the opportunity for more training and another assessment. You'll only be re-assessed on the parts of the unit that were 'Not Satisfactory'. Your assessor will give you feedback and guidance on what you need to do to become competent.

Certificates and statements of attainment

If you complete a full qualification, you'll be issued a certificate. If you don't complete a full qualification but achieve competence for one or more units, you'll be issued with a Statement of Attainment.

Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by an RTO must have a Unique Student Identifier (USI). A USI gives you access to your online USI account, which is made up of 10 numbers and letters. It looks something like this: **3AW88YH9U5**.

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. When applying for a job or enrolling in further study, you'll often need to provide your training records and results. One of the benefits of the USI is that you'll 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.

You'll need a USI if you are:

- a student who is enrolling in nationally recognised training for the first time
- a school student completing nationally recognised training
- a student continuing with nationally recognised training.

How to get a USI

It's easy for you to create your own USI online, or you can give permission for us to create a USI on your behalf. If you'd like us to create a USI on your behalf, you need to tell us when you enrol.

Here is what you need to do to create your own USI.

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

- Australian passport
- non-Australian passport (with Australian visa)
- Australian birth certificate
- Australian drivers licence
- Medicare card
- Certificate of Registration By Descent
- citizenship certificate
- ImmiCard.

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

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

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

Step 4 Select 'Student entry' and then select 'Create a USI', 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 and when you finish, your USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7 Write down your USI and keep it somewhere safe.

For more information:

- visit usi.gov.au
- E: usi@education.gov.au
- T: 1300 857 536

Student surveys

Brite Institute student surveys

We want to make sure that our training meets the needs of each of our students, so we ask you to complete a student survey during your training and when you finish your training. Your feedback is very important because it helps us to keep improving.

Other surveys

The National Centre for Vocational Education and Research might 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 year. You might be contacted by the Victorian Department of Education and Training to undertake a survey. This survey is independent of Brite, but feedback will be reported back to us for continuous improvements.

The survey asks questions such as:

- how and why you chose the training
- your 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 this was the case.

Enrolling at Brite Institute

Before you enrol

Before you enrol, we'll provide you with information on:

- your eligibility for government subsidies and concessions
- documents you may need to bring to enrolment
- fees
- training materials and resources you might need to buy
- what will be covered in your course
- our support services
- referral to resources that might help you decide if you want to proceed to enrolment.

Pre-training review

When you enrol with us, you'll have an interview with our Enrolment Officer.

At this interview we will:

- help you to identify the course that best suits your 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 for these (Only original documents or certified copies of documents are accepted as evidence for government subsidies and concessions. We'll sight and take copies of these to place in your file. We'll also let you know about any government contribution to your training.)
- see if you are eligible for RPL or credit transfer (see details in this handbook)
- assess if your language and literacy skills are suitable for the training you've chosen; you may need extra help or changes to our resources or assessment tasks to enable you to successfully complete your training
- develop an individual training plan with you (and your employer if you're a trainee)
- develop and provide you with a copy of your training timetable
- advise you of the materials and resources that you need 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 of our services, policies and resources that may support you during your learning.

Language, literacy and numeracy support

When you enrol with us you'll take part in a pre-training review, which includes an assessment of your reading, writing and basic math skills. We use this review to see if you need extra support to successfully complete your training.

Recognition of prior learning

RPL is based on the fact that people learn in different ways throughout their lives – through work experience, life experience, education and training.

RPL involves matching what you already know and can do with what you are expected to learn in your qualification. You need to document your claim for RPL (using the booklet we provide), answer questions and provide supporting evidence. You might also be required to complete simulated activities.

If you can show you've attained all of the learning outcomes for a unit of competency, you'll gain credit for that unit. If you can't show you are competent in all the learning outcomes, your trainer/assessor will identify the training and assessment needed to meet the gaps.

Credit transfer

We accept and provide credit for units of competency where you can show us evidence of:

- AQF certification documents issued by any other RTO or AQF authorised issuing organisation
- authenticated vocational education and training (VET) transcripts issued by the USI Registrar.

Assessors will assess your credit transfer by analysing 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'll be required to submit an assessment cover sheet, accompanied by 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; then we'll contact the issuing RTO directly for verification.

If you're deemed eligible for credit transfer, you may be able to reduce the amount of time taken to complete your qualification and we'll adjust your training plan. Our enrolment officer will be able to finalise this for you.

Training packages

Training packages are groups of VET qualifications required for jobs within an industry. They are designed in consultation with people from industry, so that you get the most current skills out of your study and become job-ready. Each qualification is part of a larger training package.

Qualifications

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

When you enrol with us, we'll help you choose from a range of units. The choices you make are guided by the training package rules and your goals. Employers may also be involved in unit selection and in deciding what outcomes they want for their organisation.

When you've been assessed as competent in all these chosen units, you'll be issued a certificate that is 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.

Short courses

Short courses are designed to give you confidence and skills, as well as a pathway to further education and training, or to a job. They address the needs of people who've experienced barriers to education in the past and find it difficult to undertake accredited programs as their first step back into education and training.

These courses fall into three categories:

- **employment skills:** training in basic skills to support work or further learning, such as communications, teamwork, problem solving and job search skills
- **vocational programs:** vocational education that gives people the skills they need for specific occupations to start work, return to work or 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.

We also deliver courses that are developed to meet an industry, employer or student need. The course can include accredited and/or pre-accredited training and might attract government funding. Since the course doesn't provide a full qualification, we issue Statements of Attainment on completion and not a certificate.

Traineeships

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. To undertake a traineeship, you must meet eligibility requirements.

Fees, charges and refunds

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

Government subsidised vs fee-for-service places

- **Government subsidised training** places attract a subsidy that pays 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** applies to students who don't meet the eligibility requirements of any government subsidy or fee concession.

Fees that apply to government subsidised courses

If you're eligible for government subsidised training and you've supplied acceptable evidence to support this, we'll apply to the government to pay for your tuition fees.

Brite Institute levies fees and charges in line with the Department of Education and Training fees and charges guidelines. For more information visit: www.skills.vic.gov.au/victorianskillsgateway/Understand/Pages/default.aspx.

Eligibility 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)
- New Zealand citizen

And be 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 apprentice
- 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 (ie you can't 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 can't do more than two government-subsidised courses at one time)
- you haven't started two or more subsidised courses at the same level in your lifetime (you won't be eligible or you'll have to consider doing a higher level certificate).

Information about fees

Individual student fees may vary due to a number of factors. We will help you understand how fees are calculated and provide information that can help you minimise the fees you're required to pay. This information includes:

- an itemised list of what you'll have to pay
- details of the any concessions or funding you may be eligible for and the evidence you'll need
- details of our refund policy.

Eligibility for fee concession

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

- [Commonwealth Health Care Card](#) holders, and their dependent children and dependent spouses
- [Pensioner Concession Card](#) holders, and their dependent children and dependent spouses
- [Veterans' Gold Card](#) holders (but not their dependents).

Fees for Indigenous students

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

Training costs for job seekers

If you're a job seeker and referred through a Job Active provider, you may also be eligible for government funding. If you're a job seeker and you don't have a Job Active provider, then you may still meet the eligibility criteria for a government subsidised training place and concessions. Contact us on 9301 7300 to find out more.

Fee waivers/exemptions

Specific fee waivers or exemptions may apply to government-subsidised courses. Contact us on 03 9301 7300 to see if you're eligible for a fee waiver or exemption.

Fee payment options

Payment can be made via cash, cheque (in person) or credit card (in person and over the phone), EFTPOS or by direct credit into our bank account. If an employer or third party is paying your fees, written authority to invoice from that party must be provided. Employers or third parties won't be invoiced without this authority.

Fees paid in advance

Because of the risks faced by students and to comply with RTO requirements, we only accept payment of amounts less than \$1000 from a student for any amenities fees or any other fees, before a course starts.

Difficulty paying fees

If you can demonstrate extreme hardship, you can apply for a fee exemption or concession on the tuition fee and/or the amenities fee. 'Extreme hardship' isn't defined specifically, but it indicates that circumstances are exceptional. If you apply for an exemption or concession on this basis, you must provide documented evidence with your application.

Other charges

Your original certificate or Statement of Attainment is provided once you complete a qualification (or part qualification), and/or when all tuition fees have been paid. Requests for reprints of certificates or Statements of Attainment will be charged at \$30.00 for a scanned and emailed copy, or \$150.00 for a hard copy full colour reprint on parchment paper (shipping fees inclusive).

Unpaid fees

If your fees are unpaid for an extended period, your training account may be suspended or cancelled until all payments in arrears are made. A certificate or Statement of Attainment won't be issued until all fees have been paid.

Refund policy

We'll refund fees paid in advance without penalty if a course is cancelled or if you don't commence the course. If you discontinue training within four weeks of enrolment we'll refund your fee less an administration fee (charged as a percentage of the overall fees) and less the cost of any materials provided. If you withdraw from a training program more than four weeks after enrolment, your fees won't 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 third party who paid the fees that you've withdrawn from the training program
- your withdrawal from the training program can be confirmed by us.

Reason for refund	Refund amount
Student has decided to withdraw from course within 4 weeks after the enrolment date, and has provided formal notification	Brite Institute will refund the tuition fee (less 20% administration fee), any applicable amenities and unissued materials. If less than 20% of the invoiced tuition fee has been paid, then this amount will be withheld. Any amenities fees paid and unissued materials fees paid will be refunded.
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. Fees pertaining to unissued materials (if applicable) will be refunded.
Student stops attending classes without formal notification of withdrawal	No fee refund will apply.
Brite Institute cancels a course or student is unable to commence (with valid reason)	A full refund of all payments will be provided.

If you don't officially withdraw from your enrolment in writing, and have fees outstanding after the withdrawal date, you'll still be liable for those enrolment fees.

For more information on course fees and charges, contact us on 03 9301 7300.

Student support services

Your trainer will support you throughout your qualification. The trainer will make sure that you have the right amount of training in each skill and knowledge area, and that you can apply the skills and knowledge requirements of each unit of competency.

You'll have the opportunity to acquire and fully absorb the required knowledge, and develop skills over time before your assessment. And you'll develop skills, knowledge and attitude in a classroom workshop environment before you undertake assessment in a vocational education and training, workplace or simulated workplace context. We also provide you with structured workshops and study/tutorial sessions to support your learning.

Other support services we provide include:

- wheelchair and other disability access
- laptops and tablets with internet.

You might want to attend on non-training days to work on your assessments. If you need help on non-training days, you should make arrangements with your trainer before that time.

You'll be provided with our contact details, including your trainer's email address, and you should contact us if you need any help.

Access and Equity Policy

We are committed to providing equal opportunity, promoting inclusive practices and processes, and integrating the principles of access and equity in all our 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 ensure that the design and content of all our courses support equitable access and progression for all learners and don't disadvantage anyone. We'll talk with you before you enrol to see if you need additional educational and/or support services.

To address access and equity issues, we've taken the following actions:

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

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

- providing RPL
- providing information on course and subject assessment to all our learners before 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 if you have a disability. An adjustment will be considered reasonable if it can accommodate your needs while taking into account factors such as your individual views, the potential effect of the adjustment on you and others, and the costs and benefits of making the adjustment.

Before making any adjustments, your assessor will ensure that:

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

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

- use of adaptive or assistive technology (equipment and software designed for use by people with a disability, interpreters, etc)
- 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 (eg illness, bereavement or personal trauma), you can't complete an assessment or you believe that your performance in an assessment has been affected by the incident.

You'll be involved in the negotiation of your own training plan. We expect that the amount of time allocated to complete training will enable you to integrate and develop knowledge and skills into your normal daily work practices. Any variations to the training plan will depend on your previous experience, your ability to develop the necessary skills and knowledge, and your availability to attend workshops.

Legislation and regulatory framework

Legislation

At Brite Institute, we are bound by legislation that guides us in the delivery of training and our operations as an RTO. A lot of that legislation impacts on our students.

As a student, you have rights and responsibilities. During your training, if you feel that a staff member, student or environment you're in is breaching your rights or placing you in a situation you're not comfortable with, then tell your trainer or another staff member.

The table below outlines the legislation we refer to and explains how we comply with this legislation to make your training with us safe, fair, enjoyable and successful. Policies have been developed to guide us in our commitment to meeting your rights.

We make every effort to support all our students and meet our legislative requirements – but if there's a problem, you need to let us know.

Occupational health and safety (workplace health and safety): The following legislation applies to all staff, students and visitors to a Brite Institute worksite. We view the safety of our staff, students and visitors as a priority. We comply with this legislation by providing safe workplaces and working conditions, safe training environments, safe training practices and the use of equipment and furniture that meets OH&S requirements. We also comply with this legislation in ensuring the safety of students in practical work placements with employers, including access to insurance coverage.

Occupational Health and Safety Act 2004	www.legislation.vic.gov.au
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Workplace Injury, Rehabilitation and Compensation Act 2013	www.legislation.vic.gov.au
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Equal opportunity and human rights: The following legislation applies to all staff, students' employers and other key stakeholders associated with us. We are committed to upholding the rights of all staff, students, employers and other groups that we may interact with. We comply with this legislation by providing workplace and training environments that prevent discrimination, sexual harassment and bullying. We have fair recruitment processes that provide access for all applicants, and non-discriminatory, fair and supportive recruitment, enrolment and administrative processes that support our commitment to access and equity for all our students. We also use training sites with access for students with disability and where possible, adjust resource and assessment tools to meet the needs of these students.

Disability Discrimination Act 1992	www.comlaw.gov.au
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Age Discrimination Act 2004	www.comlaw.gov.au
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Equal Opportunity Act 2010 (Vic)	www.legislation.vic.gov.au
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Australian Human Rights Commission Act 1986	www.comlaw.gov.au
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Racial and Religious Tolerance Act 2001	www.legislation.vic.gov.au
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Charter of Human Rights and Responsibilities Act 2006 (Vic)	www.legislation.vic.gov.au
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Racial Discrimination Act 1975	www.comlaw.gov.au
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Sex Discrimination Act 1984	www.comlaw.gov.au
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Privacy: The following legislation applies to all staff at Brite Institute. We comply with this legislation by ensuring the privacy of all students and others when we collect, store, use, disclose and/or transfer their personal information. This also covers collection of information, storage and destroying information relating to a student's USI.

Privacy Act 1988	www.comlaw.gov.au
Australian Privacy Principles	Contained within the Privacy Act 1988
Information Privacy Act 2000 (Vic) (and the Information Privacy Principles)	www.legislation.vic.gov.au
Student Identifiers Act 2014	www.comlaw.gov.au
Student Identifiers Regulation 2014	www.comlaw.gov.au
Privacy and Data Protection Act 2014 (Vic)	www.legislation.vic.gov.au

Legislation related to course delivery: The following legislation applies to all our 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.

Aged Care Act 1997	www.comlaw.gov.au	Community services
HACC standards	www.health.vic.gov.au/hacc	Community services (specifically HACC)
Health Records Act 2001 (Vic)	www.legislation.vic.gov.au	Community services
Drugs, Poisons and Controlled Substances Act 1981 (Vic)	www.legislation.vic.gov.au	Community services

Regulatory framework

As an RTO, we must work within the following regulatory framework. This framework outlines the obligations and responsibilities associated with being an RTO.

Regulatory Framework	
2016 VRQA Guidelines for VET Providers	www.vrqa.vic.gov.au/VET/Pages/standards-and-guidelines-for-training-organisations.aspx
AQTF Essential Conditions and Standards for Continuing Registration	www.vrqa.vic.gov.au/VET/Pages/standards-and-guidelines-for-training-organisations.aspx
Education and Training Reform Act 2006	www.legislation.vic.gov.au
Education and Training Reform Amendment (Skills) Act 2010	www.legislation.vic.gov.au
Standards for Registered Training Organisations (RTOs) 2015	www.comlaw.gov.au
Australian Qualifications Framework	www.aqf.edu.au
Data Provision Requirements 2012	www.comlaw.gov.au
Financial Viability Risk Assessment Requirements 2011	www.comlaw.gov.au
Fit and Proper Person Requirements 2011	www.comlaw.gov.au

Privacy Policy

We are committed to protecting your privacy. The information we collect is to help us to provide you with training services. Sensitive information won't be collected without your consent.

To protect the personal information we collect and record, we comply with Australian Privacy Principles set out in the Privacy and Data Protection Act 2014 (Vic) and the Information Privacy Act 2000 (Vic). We are committed to protecting the privacy of your personal information from misuse, loss and from unauthorised access, modification or disclosure.

We also take reasonable steps to ensure that your personal information is accurate, complete and current. Please help us by informing us of any changes to your details.

You can ask one of our staff members to give you a copy of our Privacy Policy, or contact us on 03 9301 7300.

Complaints and appeals procedures

At Brite Institute, we have informal and formal complaints and appeals procedures. These can help if you're unhappy with your training or the way you're learning, if you're unhappy with an assessment activity or process, or with the way you're treated. Our process for dealing with complaints and appeals aims to solve problems before they become serious. If you have a complaint or want to appeal a decision, the following processes apply.

Informal

If you have a complaint or want to appeal a decision, first contact your trainer or another staff member.

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 hasn't been resolved following this informal process within five working days, the following formal process will apply.

Formal

You may submit details of the complaint in writing to our RTO operations manager by completing a [complaints form](https://app.smartsheet.com/b/form/afa8d0c92a8f40b186e145367b1200be) (online): <https://app.smartsheet.com/b/form/afa8d0c92a8f40b186e145367b1200be>. (If you have trouble accessing this link, or prefer to raise the complaint on paper, contact our RTO operations manager).

Our RTO operations manager will investigate your complaint and try to determine a reasonable solution within 14 working days. Necessary actions will be undertaken as per recommendations of investigation and all parties involved will be informed of the outcome in writing. A meeting will be held to discuss the resolution. You may be accompanied to the meeting and/or represented by a person of your choice.

Assessment appeals

You can appeal an assessment outcome within 10 working days of the decision being made or the date that you become aware of the decision (whichever is the later). You'll be provided with an Assessment Appeals Form, which will be submitted to our RTO operations manager, and details of the complaint will be recorded on the complaints register.

Our RTO operations manager and your trainer/assessor will review the outcome of the assessment. This process may include other suitably qualified trainers/assessors or industry consultant as part of review process. A fair and reasonable timescale will be set to review and decide on the assessment appeal. When a decision has been made, you'll be informed of the outcome.

Appealing the outcome

If you are unsatisfied with the outcome of an assessment, you may submit the complaint in writing to Brite's CEO, or forward the complaint to VRQA. VRQA investigates complaints about Victorian RTOs. This included TAFE institutes, 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 (eg staff pay and conditions) ▪ Unofficial or non-accredited training the RTO runs <p>Note: Other government agencies (listed below) may be able to handle these types of complaints</p>

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

- [Victorian Ombudsman](#)
- [Victorian Privacy Commissioner](#).

For complaints that the VRQA can't investigate, you may refer to the following agencies that can be found at www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx.

External support and contacts

Refunds, fees and charges

Consumer Affairs Victoria

T: 1300 55 81 81

www.consumer.vic.gov.au

Apprenticeships and traineeships

Australian Apprenticeships

www.australianapprenticeships.gov.au

Employee issues (staff entitlements and other workplace issues)

Fair Work Ombudsman

T: 13 13 94

www.fairwork.gov.au

Occupational health and safety

WorkSafe Victoria Advisory Service

T: 1800 136 089 (toll free)

www.worksafe.vic.gov.au

Discrimination and racial or religious vilification

Victorian Equal Opportunity and Human Rights Commission

T: 1300 292 153

E: complaint@veohrc.vic.gov.au

www.humanrightscommission.vic.gov.au

Access to your training and administration files

You can access the information in your training and administration files at any time. Just ask our administration staff or your trainer.

Student responsibilities

Our staff have responsibilities to you as a student. You also have basic responsibilities that will help to make your learning a positive experience.

You are expected to:

- arrive on time for all training sessions
- arrive prepared for all training sessions (with pens, paper etc)
- participate appropriately in all training sessions
- work within timelines or make other arrangements with your trainer
- discuss any issues or concerns you have with one of our staff members
- treat our staff and other students with politeness and respect
- respect the rights of other students to work and train in a safe and harmonious learning environment.

Student Code of Conduct

As a student at Brite Institute, it's your responsibility to accept the policies outlined in our Student Code of Conduct. Here is a summary.

- Respect yourself and others. Harassment, bullying, and physical and verbal assault are not tolerated.
- Respect our property and the property of others.
- Turn your mobile phone off or have it on silent during training sessions.
- Obey occupational health and safety requirements. Wear appropriate footwear and other personal protective equipment as required.
- Don't smoke inside Brite Institute or in any other non-smoking area.
- We don't allow illegal drugs or anyone under the influence of drugs on our site.
- We don't allow alcohol or anyone under the influence of alcohol on our site.
- If you take medications, you must be aware of medicinal side effects that could put you and others at risk.
- Don't plagiarise, cheat or infringe copyright.

Breaches of this code of conduct may result in disciplinary action in line with our policies and procedures. We will refer any illegal activities to Victoria Police.

Computers and internet

We have computers with internet access available for our students. Computer and internet use is strictly for training and assessment activities – **not for personal activities**. Accessing social media sites through our computers and internet services is not allowed.

As a student at Brite Institute, it's your responsibility to use computers and the internet in a responsible way.

You must not send, upload, download, use, retrieve or access any email or material through Brite 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), eg 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
- is illegal, unlawful or inappropriate
- affects the performance of, or causes damage to Brite Institute's computer system
- gives the impression of representing, giving opinions or making unauthorised statements on behalf of Brite Institute.

You 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 this code of conduct may result in disciplinary action in line with our policies and procedures. We will refer any illegal activities to Victoria Police.

Dress code

All students at Brite are expected to dress in an appropriate manner. You may be required to demonstrate practical tasks in a class situation, so it's important that you dress modestly and appropriately.

If you're a community services student:

- wear minimal jewellery, as it may lead to occupational health and safety issues
- wear closed-toe shoes with a low heel or no heel
- keep your fingernails short and clean
- tie back long hair.

Mobile phones and contacting students

Mobile phones must be turned off during your training sessions. You can check your mobile phone for messages during breaks.

If someone needs to contact you while you are at Brite, they can leave a message at Reception (03 9301 7300). **Urgent messages will be passed on to students as soon as possible.** All other messages will be given to you at a convenient time during your training day

More information

If you require more information or have questions that this handbook didn't answer, please contact us.



Brite Institute **Student Support**

Address: 1 Belfast Street, Broadmeadows VIC 3047

Phone: 03 9301 7300

briteinstitute@brite.com.au

www.brite.com.au

