Welcome to Brighten Institute Australia.

As Managing Director of Brighten Institute Australia, it is my pleasure to welcome you and I look forward to working with you in achieving your educational goals.

At Brighten Institute Australia, your success is our priority.

At Brighten Institute Australia Our Mission is to be “A leader in innovative learning by empowering people with the skills and knowledge to change their world” and our Vision “A world class Vocational Education and Training provider pursuing excellence and recognition for best practice for Australian Registered Training Organisations.”

Your decision to undertake study is an important one. Whether you are seeking to update or upgrade your skills, or you are seeking a new career direction, our team of friendly and dedicated staff is available to make your learning experience unique.

Brighten Institute Australia is a dynamic and progressive educational organisation with a firm focus on the future career aspirations of our students and work force planning needs of industry.

Our courses prepare students to step straight into the workforce or to continue learning.

We offer courses Diploma of Business, Diploma of Leadership & Management, Diploma of Marketing and Communication along with an Advanced Diploma in Management.

Brighten Institute Australia staff are committed, well qualified and experienced in the provision of quality teaching and learning. This commitment extends to all our Australian and overseas locations where Brighten Institute Australia programs are delivered.

On behalf of myself and my dedicated team, I wish you an enjoyable and rewarding training experience.

Catherine Nam
Managing Director
Brighten Institute Australia
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Student Handbook

Abbreviations and Acronyms

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<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>AQF</td>
<td>Australian Qualifications Framework</td>
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<tr>
<td>ASQA</td>
<td>Australian Standards and Quality Authority</td>
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<td>LLN</td>
<td>Language, Literacy and Numeracy</td>
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<td>BIA</td>
<td>Brighten Institute Australia Association of Victoria</td>
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<td>NCVER</td>
<td>National Centre for Vocational Education Research</td>
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<td>NVR</td>
<td>National VET Regulator</td>
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<td>RTO</td>
<td>Registered Training Organisation</td>
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<td>SMS</td>
<td>Student Management System</td>
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<td>TAC</td>
<td>Training Assessment Coordinator</td>
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<td>TP</td>
<td>Training Packages</td>
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<td>VET</td>
<td>Vocational Education and Training</td>
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Definitions

- **Assessment**: A process to determine a student’s level of acquired skill and knowledge against a set criteria
- **Certificate**: The award recognising the successful completion of a full qualification
- **Commencement**: The Course Start Date stated on the welcome letter
- **Competent**: The student has successfully satisfied all unit requirements
- **Course materials**: Training and assessment materials provided by Brighten Institute Australia
- **Credit transfer**: To formally recognise a unit of competency that was achieved through another RTO (statement of attainment or record of results is required)
- **Deferral**: The postponement of a course to a later date
- **Distance learning**: Training and assessment that occurs at a location other than the Brighten Institute Australia office (e.g. at home, at work)
- **Enrolment**: The submission of an enrolment form to Brighten Institute Australia
- **Not yet satisfactory**: Unsatisfactory assessment result
- **Not yet competent**: The student has not satisfied all of the unit requirements
Online learning: Undertaking a course through the online portal provided by Brighten Institute Australia.

Reasonable adjustment: Adjustments made to training and assessment that does not compromise the quality or integrity of the unit requirements.

Record of results: Is a transcript that is issued to a student once he or she has completed all units within a qualification.

Registered Training Organisation (RTO): A training organisation who is registered with a state or national regulator and appear on www.training.gov.au.

Satisfactory: The Student has successfully satisfied one or more parts of the unit requirements.

Statement of Attainment: Is issued to a student when he or she has demonstrated competency in one or more units of competency.

Student / Learner: The person who is undertaking the course and has completed the enrolment form.

Unit of competency: A component of a qualification which identifies a specific workplace requirement and includes the knowledge and skills that underpin competency.

CONTACT DETAILS
Brighten Institute Australia
Level 5
12 – 14 O’Connell St,
Sydney, NSW 2000
Hours: Mon – Fri 9.00 am – 5.30pm

P: +61 2 9223 1868
F: +61 2 9223 7365
E: contact@brighten.edu.au
W: www.brighten.edu.au
Our Vision, Mission and Values

Vision

“A world class Vocational Education and Training provider pursuing excellence and recognition for best practice for Australian Registered Training Organisations.”

Mission

“A leader in innovative learning by empowering people with the skills and knowledge to change their world”

Organisational Values

- Excellence
- Integrity
- Respect
- Empowerment

Excellence

- Anticipating customer requirements and consistently exceeding their expectations.
- Balancing long term benefits with short term results in the decision making process.
- Being accountable for doing the best that we can.
- Recognised as a ‘Best Practice’ organisation.
- Recognising team member contributions.
- Celebrating success.

Integrity

- Relationships, decisions, and actions are based on fairness, honesty and trust.
- Communicating respectfully, openly and honestly with customers, industry and communities partners and stakeholders.
- Understanding that sustainable income is a consequence of providing benefit to interested parties through the development of win-win arrangements.

Respect

- Respecting enthusiasm, passion, creativity and visionary contributions.
- Striving for improvement in all areas of our business including technical development, service, systems and processes.

Empowerment

- By empowering team members to exercise initiative and innovation responsibly.
- Providing access to quality learning and assessment products and services.
- Developing meaningful learning and assessment programs designed to encourage the exchange of industry and community focused information and ideas.
- Providing access to training and development opportunities within our scope offering.
- It is working to foster a strong set of organisational values that the community and the team can rely on the organisation to account for in all its engagements with stakeholders.
1. Code of Practice

Brighten Institute Australia (hereafter referred to as Brighten Institute Australia) a Registered Training Organisation (RTO) operate within its conditions of registration as set out by its Vocational Education and Training (VET) regulator, the Australian Skills and Quality Authority (ASQA). It is governed by National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations (RTO) 2015. This Student Handbook outlines broad principles of practice that the management and staff commit themselves to in the daily activities of Brighten Institute Australia.

2. Compliance with Legislations and Guidelines

Brighten Institute Australia complies with the requirements of, and pays all fees and bears all costs connected with all applicable laws and regulations, including without limitation all relevant privacy, anti-discrimination and equal opportunity legislation.

Brighten Institute Australia will comply with all relevant legislative requirements of the Commonwealth and State Government, including but not limited to:

- Standards RTO 2015 under subsection of the National Vocational Education and Training Regulator Act 2011
- Occupational Health and Safety Act 2004 and related legislation Copyright Act 1968
- Privacy Act 1998
- Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Disability Act 2006
- Working With Children Act 2005

3. Management and Administration

Brighten Institute Australia has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organisation’s sound financial position and safeguards student fees until a student’s course and assessment are complete.

Brighten Institute Australia has a Fees, Charges and Refund Policy that is fair and equitable. For more information, refer to 12. Course fees, charges and cancellations section.

Student records are managed securely and confidentially in our SMS, and are available for perusal by students upon request. See 18.2 Access to student records for information.

Brighten Institute Australia has adequate insurance policies including public liability.
4. Internal and External Audits

Brighten Institute Australia participates in external monitoring and audit processes as required by our VET regulator ASQA and this includes:

- quality audits as deemed appropriate by ASQA; audit following complaint; and/or
- audit for the purposes of renewal of registration.

Brighten Institute Australia registration audit was conducted by ASQA and was granted 14 December 2014.

Brighten Institute Australia also conducts annual internal audits of its management systems, policies and processes and operational functions to ensure that it is consistently measured as compliant to the requirements of the *Standards for RTOs 2015*.

5. Marketing and Advertising

Brighten Institute Australia markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Marketing for training will be conducted through industry publications, the Brighten Institute Australia Website and general press outlets.

Brighten Institute Australia adheres to the *Privacy Act 1988 – APP 7 Direct Marketing* and *Standards for RTOs 2015 - Standard 5*. Brighten Institute Australia will seek the consent of the students for the use or disclosure of the information collected for marketing purposes.

6. Continuous Improvement Focus

Brighten Institute Australia is committed to providing quality assurance in training function including the processes for managing, monitoring and continuous improvement of all training and support operations and for reviewing student/client satisfaction.

We value feedback from students, staff, employers and industry in general, for incorporation into future programs. For more information on how we collect feedback from our students, refer to *15.1 Course Evaluation and Review*.

7. Quality Trainers and Assessors

Brighten Institute Australia employs personnel with appropriate qualifications and experience to deliver training and facilitate the assessment relevant to the training products offered.

All of our trainers/assessors have the qualification in TAE40110 Certificate IV in Training and Assessment. They have a wealth of knowledge, skills and expertise in the unit of competency that they teach and in the building and construction industry.

Our trainers and assessors maintain their currently in their field by ongoing participation in professional development workshops, seminars, industry committees or return to industry.
8. Training Facilities

Brighten Institute Australia undertakes regular reviews of its facilities and resources to ensure that equipment is:

- typical of that type of equipment used in the industry; safe and serviceable; and
- fit-for-purpose.

At the start of the course, you will be briefed on the facilities that are available to you in accordance to the training venue where your course is being held.

9. Brighten Institute Australia Qualifications and Courses

Brighten Institute Australia offers a wide range of training programs from nationally recognised qualifications to short industry specific courses designed to help student's up-skill or to enter the workforce. The nationally recognised qualifications and accredited courses currently offered by Brighten Institute Australia are accessible on www.training.gov.au.

Brighten Institute Australia have training and assessment strategies and practices that are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Brighten Institute Australia determine the amount of training we provide our students with regard to the existing skills, knowledge and experience of the learner; mode of delivery and where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Brighten Institute Australia conducts a range of industry specific short courses (accredited and non-accredited) for those seeking to upgrade their knowledge and skills that will assist them from advancing in their career or to the management of their business. Our courses and its delivery dates are listed in the training calendar that is available through the Brighten Institute Australia website. http://www.brighten.edu.au

Brighten Institute Australia does not guarantee that a learner will successfully complete the course they have enrolled in and a learner will obtain a particular employment outcome where this is outside the control of Brighten Institute Australia.

9.1 Courses Information Sheet

Course Information Sheets provides an overview of the course including: content; structure; learning outcomes; study pathways, fees etc. These are accessible through:

- Visiting http://www.brighten.edu.au
- Calling Brighten Institute Australia Training 02 9223 1868;
- or Emailing contact@brighten.edu.au
10. Student Services

At Brighten Institute Australia, our students are the most vital element of our business, and we seek to understand, anticipate and be responsive to our student needs.

We are constantly seeking different ways to assist our students and recognise that each student contact is important to forge a positive and ongoing relationship and is recorded in our Student Management System (SMS).

We ensure that students’ complaints/concerns are dealt in an efficient, effective and friendly manner. We strive to resolve complaints/concerns with the best possible outcomes for all concerned parties. Refer to 19. Complaints and Appeals for more information.

We have sound management practices to ensure effective student service from enrolment to the completion of your course.

We want you to make an informed choice before enrolment with us, so we take every opportunity in providing you with important information such as: course content; Recognition of Prior Learning (RPL) or Credit Transfer opportunities; fees and charges; assessment processes; and vocational outcomes. We disseminate this information in various ways such as:

- Brighten Institute Australia website. http://www.brighten.edu.au; Course Information Sheets; Phone or face-to-face enquiries;

10.1 Learning Support Services

We understand that each student has different levels of learning skills and some may find it difficult and require additional assistance.

Brighten Institute Australia offers a range of learning support to students experiencing language, literacy, digital literacy and numeracy difficulties free of charge (at a certain point).

All students are welcome to access this service by requesting for a meeting with our Learning Support Consultant via email contact@brighten.edu.au or call us on (02) 9223.1868.

Our Learning Support Consultant will individually assess the student’s level of language, literacy, digital and numeracy abilities to establish if the student meets the criteria to access the service. Students may request assistance for researching information and understanding the requirements of assessment tasks.

A student’s learning support is monitored and tracked through the Learning Support Contact Log and is managed by the Learning Support Consultant.

It is important that the student attend training support at the appointment times scheduled and if unable to attend, please give at least three (3) days notification for cancellation or rescheduling.

Important Note: Students may not access the Learning Support Service:
If a student does not have language, literacy, digital and/or numeracy difficulties;

• when the course has closed. Students will be informed of this date on their assessment timetable;
• when a student has missed training sessions;
• when the allocated timeframe outlined in the training support agreement is used up;
• if the student has overdue assessments
• on the due date of the assessment submission date – as per the assessment timetable.

11. Access and Equity Fairness in Client Selection Policy and Procedure

The purpose of this policy is to outline Brighten Institute Australia commitment to access, equity and antidiscrimination principles.

Overview All Brighten Institute Australia is committed to ensuring that:

• Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other clients.
• No person is discriminated against, harassed or treated unfairly in their dealings with Brighten Institute Australia RTOs.
• Each student has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation.
• It complies with relevant Equal Opportunity legislation and Discrimination Acts.

11.1 Scope

The Managing Director and Managers are responsible for client equity.

The Managing Director and Managers are to ensure staff act according to this policy and all clients are made aware of their rights and responsibilities pursuant to this policy.

Information regarding the Access and Equity Policy is contained in the Brighten Institute Australia Code of Practice and is displayed throughout the organisation.

The scope of this policy encompasses all:

• Domestic and international candidates for enrolment in any Brighten Institute Australia courses or qualifications;
• All students of Brighten Institute Australia
• All candidates for employment with Brighten Institute Australia
• All employees of Brighten Institute Australia
• All sub-contractors of Brighten Institute Australia
• Third Parties in partnership with Brighten Institute Australia other stakeholders.
• The on and off-job learning and all qualifications and courses and services delivered by
• All employees, contractors, students or potential students and other stakeholders.

Anti-Discrimination, Human Rights, Equal Opportunity & Disability Discrimination legislations are all covered by this policy.
11.2 Diversity

Brighten Institute Australia recognises and values the individual differences of students and the community and recognises that students come into programs with a wealth of personal knowledge and life experiences.

Brighten Institute Australia recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background.

This is ensured by:

- providing a welcoming and supportive training community
- offering flexibility in the way in which training and assessment is provided
- providing adjustments to training and assessment activities within reason
- having transparent student and staff recruitment and selection procedures
- determining the needs of all individuals upon engagement with the organisation
- providing students, staff and clients access to a range of support services.

11.3 Discrimination

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against, on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

11.4 Harassment

Brighten Institute Australia is committed to providing all people with an environment free from all forms of harassment. Brighten Institute Australia will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

11.5 DEFINITIONS

A ‘No Tolerance Approach’ (NTA)

A ‘No Tolerance Approach’ means that Brighten Institute Australia will not accept any form of discriminatory behaviour and will impose automatic suspension from education or employment during investigation for breach of our Access, Equity & Fairness policy.

Where allegation is proven disciplinary action will be taken.

It is the policy of Brighten Institute Australia to ensure the learning environment and workplace are safe and equitable through:

- A ‘No Tolerance Approach’ approach of any form of harassment, bullying, discrimination and/or racial vilification which is, as a minimum, aligned with State and Federal legislation; and;
- an inclusive learning environment with support mechanisms to ensure the success of all students.
Brighten Institute Australia's Access and Equity is based in the following principles:

- All employees, contractors, students or potential students and other stakeholders will be treated with respect in a workplace and learning environment free of harassment and intimidation; and
- All decisions will be fair, reasonable, non-discriminatory and based on merit; and
- No individual or group will be treated less favourably than another; and
- All communications and interactions will be free of bias, prejudice and discriminatory language; and
- All stakeholders will be encouraged to participate in the development and improvement of services.

11.6 Advocate

Individual who accompanies an appellant for the purposes of support throughout the process. An advocate for the purposes of this policy does not include Legal Representation.

11.7 Access and Equity

Refers to the policies, procedures and approaches that ensure that Brighten Institute Australia’s training programs are responsive to the diverse needs of all employees, students and other stakeholders.

Being accessible and equitable means ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.

It includes:

- Providing and promoting non-discriminatory, inclusive practices and processes; and
- Ensuring equal opportunities for all students to achieve their learning outcomes through reasonable adjustment of services, learning and assessment; and
- Commitment to treating all students or prospective students fairly.

An appeal arises when a stakeholder is not satisfied with a decision taken by Brighten Institute Australia.

11.8 Bullying

The Fair Work Act (2009) defines bullying as:

- a person or a group of people who repeatedly behave unreasonably towards a worker or a group of workers at work; and
- the behaviour creates a risk to health and safety.

Unreasonable behaviour includes victimising, humiliating, intimidating or threatening.

Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

Examples of bullying include:

- behaving aggressively;
- teasing or practical jokes;
pressuring someone to behave inappropriately;
- excluding someone from work-related events or;
- unreasonable work demands.

Bullying does not include **reasonable management action** carried out in a rational manner with the intention to assist. (See: s.789FD of the Fair Work Act 2009).

**11.9 Contractor**
Individual or entity engaged by Brighten Institute Australia under contract to deliver specified work on its behalf e.g. sessional trainer/assessor.

**11.10 Diversity**
Is the variety of differences between people from differing cultural, religious and educational backgrounds?

**11.11 Discrimination**
A person is treated less favourably than others due to the person's circumstances, characteristics or beliefs.

**11.12 Employee**
Person employed by Brighten Institute Australia on a full or part time or casual basis. Does not include Contractors.

**11.13 Fairness**
Reasonable, impartial just manner in the treatment of individuals or groups.

**11.14 False or Fictitious Allegation**
False allegation made intentionally and without foundation or to cause detriment or mischief. Knowingly lodging a false allegation. (Without truth or foundation).

**11.15 Harassment**
Unwelcome and unwarranted behaviour that offends, intimidates, humiliates or embarrasses another person.

This behaviour can be written, physical, verbal or visual in nature. Harassment is not necessarily deliberate or intentional and can be one incident or several incidents occurring over a period of time. Harassment may be accompanied by an expressed or implied threat.

**11.16 Malicious Allegation**
Fictitious allegation made intentionally and without foundation or to cause detriment or mischief. Knowingly lodging a false appeal (without truth or foundation).

**11.17 Minor Child**
A child under the age of 18 years.

**11.18 Sexual Harassment**
Sexual propositions or advances, verbal or written requests of a sexual nature, sexually explicit conversations, sexual suggestions or innuendos, gender-based insults and taunting, invasive questioning, physical contact and the display of offensive material (e.g. posters, cartoons, jokes, graffiti, magazines, screensavers, email).
11.19 Stakeholder
Individual or Entity who is not legally employed by Brighten Institute Australia e.g. Supplier, Contractor, Regulatory Authority.

11.20 A ‘NO TOLERANCE APPROACH’ APPROACH

Where an allegation of discriminatory behaviour is made:

- in the first instance Brighten Institute Australia will discuss the allegation with all parties immediately;
- the perpetrator will be placed on suspension from employment, study or service provision;
- an investigation will be conducted and completed within 5 working days of the allegation having been made;
- all parties will receive a copy of the investigation report.

Where the allegation is proven to be true Brighten Institute Australia will:

☐ where the misconduct is of a lesser degree (e.g. inappropriate humour) and the complainant is willing to enter into mediation, Brighten Institute Australia will:

☐ in the case of employee or student;
  ☐ arrange mediation; and
  ☐ place the perpetrating employee, subcontractor (trainer/assessor) or student on probation; and
  ☐ require the perpetrator to undertake appropriate anti-discrimination training, at their own cost;

☐ require other stakeholders to provide written guarantee that:
  ☐ the individual(s) have been reprimanded; and
  ☐ the individual(s) have undertaken appropriate anti-discrimination training; and
  ☐ either the individual(s) providing the service will be replaced or that they will not perpetrate any type of discriminatory behaviour in the future.

If the perpetrator refuses to participate as indicated above:

☐ students will be expelled and a ban placed on future re-enrolment until they evidence Brighten Institute Australia’ requirements;
☐ employee will be terminated from employment until they evidence Brighten Institute Australia’ requirements;
  - sub-contractor and contractor contracts will be terminated with a ban placed for all future all contracted services unless they can evidence Brighten Institute Australia’ requirements
  - where the misconduct is of a significant type or level Brighten Institute Australia will implement:
    - Employee - termination of employment from Brighten Institute Australia.
    - Contractors and other stakeholders - termination of current contract or services and ban on all future contracts or services;
    - Students - expulsion from current and ban on future enrolments with Brighten Institute Australia.

11.21 False andMalicious Allegations

Anyone found to have made a false or misleading allegation will face disciplinary action.

11.22 Procedure for Reporting

Concerns regarding Equal Opportunity, Harassment, Discrimination or other inappropriate conduct should be reported immediately to the CEO (Director) and RTOI Manager.
Where the Managing Director/Academic Manager are not available or the complainant prefers they may report to the Trainer/Assessor, supervisor, trainer or other Brighten Institute Australia personnel with whom they feel most comfortable.

Please refer to Complaint Process and associated documentation for detailed information on the handling of all complaints.

11.23 Delegated Authority
Brighten Institute Australia employees and contractors are delegated with the authority to determine whether an individual should be immediately removed from a harmful situation.

Employees and stakeholders are authorised to remove a student, employee or other stakeholder from a harmful situation without prior consultation with senior management.

All actual or suspected harmful situations must be reported immediately to the Managing Director or Academic Manager.

11.24 Access
All stakeholders are strongly encouraged to discuss any issues and/or request further information regarding access and equity.

A ‘No Tolerance Approach’ type behaviours

11.25 Physical or verbal abuse
Brighten Institute Australia is committed to a safe environment for all of our students and all allegations of inappropriate behaviours towards any individual are is a ‘No Tolerance Approach’ Approach behaviours and will immediately be reported to police as is required by law and the alleged perpetrator placed on suspension pending an investigation.

Where an allegation is proven to be true this will result in immediate expulsion, termination of employment or contract.

Abuse incorporates physical or mental harm of any kind and neglect and may include but not be limited to:

Any of the behaviours listed as ‘No Tolerance Approach’ below;

- inappropriate physical contact of any kind;
- sexual contact of any kind;
- verbal abuse;
- exploitation;
- intimidation;
- ostracising.

11.26 Bullying and Harassment

Brighten Institute Australia recognises that ignoring harassment and bullying can have serious consequences for all parties.
Given that Brighten Institute Australia seeks to attract and retain talented personnel and students from all backgrounds and to maintain safe and positive work and learning conditions, it is determined to provide an environment free of harassment, victimisation and bullying and to upholding of State and Federal laws pertaining to any form of harassment or discrimination.

The boundaries of what constitutes harassment, victimisation and bullying may vary from person to person and these may vary dependent upon the relationships.

Bullying and harassment should not be confused with legitimate comment and advice (including positive feedback) given appropriately by management or trainers and assessors.

Note: Some types of bullying and harassment may be classified as "assault" and would then be prosecutable under law.

Brighten Institute Australia is committed to a safe environment for all employee and students and specifically will not condone, encourage or tolerate inappropriate interpersonal behaviours such as bullying or harassment.

Brighten Institute Australia will respond quickly in the event that incidences of bullying and / or harassment are reported during on or off the job training.

Brighten Institute Australia will manage a bullying complaint via its current Complaint Policy/Procedure

All bullying and harassment behaviours are ‘No Tolerance Approach’ behaviours and may immediately result in expulsion, termination of employment or contract.

Serious cases of bullying or harassment may constitute a criminal offence. In such cases Brighten Institute Australia will notify police immediately especially if any bullying or harassment includes incidents of physical assault.

From 1 January 2014, a worker in a constitutionally covered business who reasonably believes that he or she has been bullied at work can apply to the Fair Work Commission for an order to stop the bullying. A worker includes:

- an employee;
- a contractor or subcontractor;
- an employee of a contractor or subcontractor;
- an employee of a labour hire company who has been assigned to work in a particular business or organisation;
- an outworker;
- an apprentice or trainee;
- a student gaining work experience;
- a volunteer.

The Commission can only make an order if there is a risk that the worker will continue to be bullied at work by the particular individual or group nominated in their application.

Any person experiencing bullying or harassment should immediately advise the MD or an employee with whom they feel most comfortable.
Any person or persons making a report under the Fair Work Act will be supported and will not be victimised.

11.27 Sexual Harassment

Harassment of a sexual nature (e.g. sexual propositions or advances, sexually explicit conversations, suggestions or innuendos etc.) are illegal if in circumstances in which a reasonable person would be able to have anticipated that the person harassed would be offended, humiliated or intimidated.

Brighten Institute Australia is committed to a safe environment for all employee and students and sexual harassment of any form will be dealt with immediately. Serious cases of harassment may constitute a criminal offence.

Brighten Institute Australia will notify police immediately if harassment includes incidents of physical assault which may include inappropriate touching.

Any person or persons making a report under the relevant legislation will be supported and will not be victimised

11.28 Discrimination

Note: Serious cases of discrimination may constitute a criminal offence. Any person or persons making a report under the relevant legislation will be supported and will not be victimised.

Discrimination is broadly defined as treating one person or a group of people unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people from discrimination and from being treated unfairly because they have complained about discrimination.

Direct or indirect discrimination on the basis of one or more of the following attributes is unlawful:

- Age
- Gender identity
- Breastfeeding
- Physical, psychiatric or intellectual illness or impairment
- Lawful sexual activity/ sexual orientation
- Marital status
- Physical features
- Political affiliation
- Pregnancy
- Nationality and/or cultural background
- Religious affiliation
- Status as a parent or carer

Fairness and Equity

11.29 Students Selection

The principles and practices adopted by Brighten Institute Australia aims to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Brighten Institute Australia.

Brighten Institute Australia aims to provide open, fair, clear and transparent policies and
procedures for use by staff and students.

Brighten Institute Australia has fair and equitable processes for selecting students for enrolment into courses. Decisions about student selection are based on clearly defined entry requirements and outcomes of the student suitability process.

Students will be selected on merits, resulting from the student suitability process for each student. Entry requirements are included in the marketing material for all programs and published on the organisation’s website.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

11.30 Exclusion from services

A person may not be permitted to access our services if:

• they have a criminal history that impacts on the requirements of the course or Brighten Institute Australia of the area being studied
• the student requires delivery in a language other than that being offered by Brighten Institute Australia in accordance with the related Training Package
• the student requires special services or facilities and provision of such would cause unjustifiable hardship to the organisation

11.31 Equity in access

Brighten Institute Australia provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Brighten Institute Australia provides equitable access to training and assessment services by:

• offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances
• referring students to support and counselling services where needed
• offering a wide range of course and learning options
• assisting students to arrange additional services if required such as interpreters or trained note takers
• providing courses that are self-paced and flexibly delivered
• encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress
• Complying with Disability Discrimination Act – Education Standards 2005 when enrolling any student with a disability.

11.32 Support services

• Support services will be provided to all students who require them.
• Please refer to the current Student Handbook for details

Brighten Institute Australia’s student selection process is fair, equitable and transparent. No candidate
for training selection will be discriminated against and reasonable adjustment and support mechanisms will be adopted where required to ensure a student's success; and

Brighten Institute Australia's assessment system and its processes will not disadvantage any student or candidate. All students or candidates are guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines include flexibility and reasonable adjustment for working with candidates and students who have special needs; and

Brighten Institute Australia's assessment process evidences the following characteristics:

- The standards, assessment processes and all associated information are straightforward, understandable and accessible; and
- The characteristics of potential candidates are identified, to enable flexibility and reasonable adjustment of delivery and assessment where required; and
- The chosen processes and materials within the system of assessment do not disadvantage candidates or students; and
- Appropriate and effective complaints and appeal resolution mechanisms, linked to a proactive continuous improvement, are in place to address and remEDIATE any unintentional issue of unfairness or disadvantage identified; and

Where potential disadvantages are identified, remedial actions are taken as a matter of priority to ensure there is no repetition of the situation.

All candidates applying for course entry will be informed of and provided with the Access and Equity Policy via the Brighten Institute Australia website, included in the application pack and at induction.

All students and candidates will be afforded the confidential opportunity to disclose any situation they believe may impede their ability to successfully complete without support or assistance.

This will be done via the Disability Disclosure Form and a consequent meeting with Brighten Institute Australia's Trainer/Assessor for the qualification applied for.

The Trainer/Assessor will discuss and negotiate with the individual an appropriate support plan which may include both internal and external support strategies. The Trainer / Assessor will clearly identify in writing that referral to external support services will be free and that any cost for the support service is not covered by the course fees and will be at the expense of the individual.

### 11.33 Employee Selection and Recruitment

Brighten Institute Australia is an equal opportunity employer and values the diversity of its workforce. This means that without discrimination on any grounds:

- the most capable person for placement in a position will be selected;
- within Brighten Institute Australia's capacity all stakeholders will be assisted to participate, maintain and develop personally and professionally
- does not grant favouritism or special favours to any candidate or employee in selection or promotion.
11.34 Awareness and Rights

Employees, students and other stakeholders of Brighten Institute Australia are expected to be conscious of actual and potential difference and to actively recognise and respect the boundaries directly or indirectly set by others.

All people associated with Brighten Institute Australia may expect the following rights to;

- be treated with respect and fairly;
- be emotionally and physically safe in the environment;
- have all reports of harassment treated respectfully, seriously impartially, sensitively and with reasonable confidentiality and for those issues to be addressed immediately and appropriately;
- where ever possible, have complaints resolved by a process of discussion, cooperation and conciliation; and
- receive information, support and assistance in resolving the issue for all parties involved in the complaint.

No person lodging a complaint, or assisting in the investigation of a complaint, will be victimised or treated unfairly.

Timely access to their student or personnel records/files.

All employees and students are expected to participate in the complaint resolution process in good faith.

Responsibilities

11.35 Managing Director
The Managing Director is the Responsible Officer for legislative compliance including but not limited:

- Corporate e.g. ASIC;
- Occupational Health Safety & Welfare;
- Industrial Relations
- Training & Skills Commission SA;
- VET Quality Framework including Australian Qualifications Framework;
- Education Services for Overseas Students Framework;
- Discrimination & Human Rights.

It is the Managing Director's responsibility to ensure that Brighten Institute Australia and all of its stakeholders are afforded and provide open access to this policy and related legislation.

11.36 Academic Manager

Academic Manager is the Support Officer who is responsible for the welfare of students including academic and attendance progress and provision of support mechanisms.
The Academic Manager is responsible for compliance to legislative requirements in relation to development and delivery of all learning and assessment including but not limited to:

- VET Quality Framework including Australian Qualifications Framework;
- Education Services for Overseas Students Framework;
- Training & Skills Commission;
- Occupational Health & Safety;
- Discrimination & Human Rights.

and for setting an example by appropriate behaviour at all times.

Additionally, they are responsible for ensuring:

- all employees, contractors and students are conversant with and correctly action this policy and procedure;
- all students are fully informed of the policy and procedure as part of the pre enrolment information and induction process;
- appropriate monitoring/auditing of Trainer/Assessor activities in relation to this policy and procedure is conducted effectively and regularly;
- intervention options are made available to students with supportable issues in a timely and appropriate manner;
- fair and equitable decisions are taken in relation to this policy and procedure.

The Academic Manager is the accountable officer who is responsible for quality of training and assessment and student completion. In particular, in collaboration with trainer / assessors:

- actively monitor student progress;
- intervene immediately it becomes apparent a student is not progressing satisfactorily and provide mentoring and intervention supports to students experiencing supportable issues.
- Ensuring that employee and students are aware that harassment is unlawful, unacceptable and will not be tolerated.
- Setting an example by appropriate behaviour at all times.

The Academic Manager is responsible for ensuring access, equity and fairness through:

- establishing open lines of communication with all stakeholders to ensure reporting of incidents.
- treating any reporting of unacceptable behaviour in a confidential, sensitive, and serious manner.
- treating the alleged perpetrator impartially pending a fair and open investigation.
- acting on any allegations, complaints or appeals swiftly following Brighten Institute Australia's procedures as outlined in this policy and the Complaint or Appeal Policies/Procedures.
- continuously monitoring, educating, informing and supporting all employees, contractors, visitors and students to reinforce a safe and equitable workplace and learning environment.

11.37 General

It is the responsibility of all Brighten Institute Australia personnel, and stakeholders to:

- Setting an example by appropriate behaviour at all times.
- ensure their personal wellbeing;
- the wellbeing and development of all other Brighten Institute Australia stakeholders;
- through immediate intervention and reporting of any situation which vilifies or demeans or harms an individual.
Employees, Contractors and students are required to be aware of and be compliant with the relevant legislations in regards to access, equity and antidiscrimination including:

In the capacity of Compliance Officer to meet the requirements of the Compliance Officer Policy and in particular Children's Protection in collaboration with the Children's Protection Officers.

**11.38 STUDENT SUPPORT OFFICERS**

The Student Support Officers and Children's Protection Officers are responsible for the welfare of students and Children's Protection throughout the student's period of study with Brighten Institute Australia.

Employees and students should not make false or malicious complaints.

**11.39 EMPLOYEES**

- All personnel, including supervisors and management, have a responsibility for ensuring the workplace and learning environments are free of discrimination and harassment.
- Each employee has the responsibility to ensure that Brighten Institute Australia’s culture is one of respect for others and:
  - To ensure that they avoid committing harassment or discrimination in any form.
  - Offer support to anyone affected by harassment or discrimination.
  - Report any example of harassment or discrimination to the Academic Manager.
  - If harassed, take action to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.
  - Treat alleged perpetrators fairly.

If they believe that they have been harassed or denied equality in employment should contact Academic Manager.

Request the assistance of another person in raising the complaint and in any subsequent resultant interviews.

Setting an example by appropriate behaviour at all times.

**11.40 STUDENTS**

All students have the responsibility to:

- Ensure that they avoid committing harassment or discrimination in any form.
- If harassed, take action to stop it, not only for self-protection, but to prevent others suffering the same form of discrimination.
- Make themselves aware of and act within the confines of relevant legislation and this policy.
- Enhance the learning experience by allowing others to learn without compromise of the learning environment through poor or distracting behaviours;
- Exhibit positive behaviour at all times;
- Follow instructions at all times.
11.41 THIRD PARTIES

All Third Parties will operate under a MoU arrangement that will include agreement to meeting Brighten Institute Australia policy as a minimum.

All Third Parties will be required to meet Brighten Institute Australia’s Access, Equity and Fairness requirements.

Applicable standards

11.42 STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

Made under the National Education and Training Regulator Act 2011:

STANDARD 1 - TRAINING & ASSESSMENT STRATEGY

Clause 1.3:

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and

d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Clause 1.7:

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

STANDARD 6

Clause 6.2

The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

12. Recognition of Prior Learning (RPL) and Credit Transfers

Brighten Institute Australia recognises the AQF qualifications and Statements of Attainment issued by RTOs throughout Australia for qualifications and Units of Competency currently on its Scope of Registration. There are two ways of recognising prior learning and/or experience and this through Recognition of Prior Learning (RPL) or Credit Transfer and both are defined as:

* Request the assistance of another person in raising the complaint and in any subsequent resultant interviews.
“Recognition of prior learning is an assessment process that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit”.1

“Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications”.2

An application for RPL or credit transfer can be submitted prior to the commencement of the course, but no later than 2 weeks after commencement. Alternatively, RPL and credit transfer procedures are also referred to during course induction (where there is a course induction) and students can apply for RPL or credit transfer after the induction day. Timelines of the application and how it will affect attendance of classes while application is in progress will be organised between the applicant and the Academic Manager.

Information on RPL fees is available upon request. RPL will not be granted in conjunction with Commonwealth and State government-subsidised funding under the Smart and Skilled Funding in NSW.

Visit the Brighten Institute Australia’ website for our Recognition of Prior Learning policy and procedure or National Recognition and Credit Transfer Policy and Procedure at contact@brighten.edu.au

13. Course Fees, Cancellations and Refunds

Fee Schedule

Fees charged by BIA are subject to change without notice. Please note that the fees set out below are non-refundable.

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
<th>Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration fee</td>
<td>$200.00</td>
<td>Inclusive of course payments made in full</td>
</tr>
<tr>
<td>Certificate and Record of Results re-issue fee</td>
<td>$80.00</td>
<td>To re-issue a Certificate and Record of Results</td>
</tr>
<tr>
<td>Extension fee</td>
<td>$125.00 – 1 Month extension</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$250.00 – 3-month extension</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$350.00 – 6-month extension</td>
<td></td>
</tr>
<tr>
<td>Deferral fee</td>
<td>$100.00</td>
<td>Upon request of deferral</td>
</tr>
<tr>
<td>Postage and handling fee for printed resources</td>
<td>$15.00</td>
<td>The fee is calculated for three (3) units</td>
</tr>
<tr>
<td>Printed resources (per unit)</td>
<td>$35.00</td>
<td>This fee includes the assessment materials and any additional resources that are available on the online learning portal</td>
</tr>
<tr>
<td>Catapult/Small Print Resources (per unit)</td>
<td>$35.00</td>
<td>Upon request for resources – inclusive of postage and handling</td>
</tr>
<tr>
<td>Statement of Attainment fee</td>
<td>$50.00</td>
<td>To issue a statement of attainment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To re-issue a statement of attainment</td>
</tr>
<tr>
<td>Unit re-enrolment fee</td>
<td>$100.00 – Unit from a Certificate III qualification</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$130.00 – Unit from a Certificate IV qualification</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$250.00 – Unit from a Diploma qualification</td>
<td></td>
</tr>
<tr>
<td>USB replacement</td>
<td>$20.00 – To replace a USB – inclusive of postage and handling</td>
<td></td>
</tr>
</tbody>
</table>
13.1 Who does this policy apply to:

- Students who want to pay for their fees without the use of government financial assistance.
- Employers who want to cover the cost of their employee’s tuition fee or are obliged to by contract (Training Services Contract) to pay for their fees.
- Employment Service Providers who are assisting the student to gain employment through placing them in a course with Brighten Institute Australia and covering all or part of their fees.

13.2 Fee policy overview

Brighten Institute Australia will charge a range of fees and charges for programs and courses based on government contractual requirements and cost of running the course.

Students will be made aware of the fees payable of their chosen course prior to enrolment through our pre enrolment information.

Students are required to pay any applicable fees at enrolment in order to finalise their application into their chosen course.

Students are required to accept the terms and conditions set out in the student enrolment form and supporting information prior to or concurrently with payment of their fee.

Brighten Institute Australia will not issue any qualification prior to the full payment of any fees and charges applicable to that program or course. The company may at its discretion vary this condition.

Students may request a copy of their signed Student Enrolment Form acknowledging the terms and conditions there within prior to commencing the program or course.

Please refer to the Fees and Refunds Table on page 13.

13.3 Course fee payment guidelines

By accepting these terms and conditions the student/employer/employment service provider agrees to pay the course fee (plus GST if applicable) for the program or course they have selected on the student enrolment form.

What does our course fees cover?

<table>
<thead>
<tr>
<th>Covered</th>
<th>Not covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration of the course</td>
<td>• Any postage requirements to Brighten Institute Australia i.e. posting of completed assessments for marking</td>
</tr>
<tr>
<td>Course application resource</td>
<td>• Any materials not listed as Resource Materials for the student’s course</td>
</tr>
<tr>
<td>materials</td>
<td>• Any equipment that will be retained by the student</td>
</tr>
<tr>
<td>Access to Brighten Institute</td>
<td>• as his or her own personal property</td>
</tr>
<tr>
<td>Australia’s online learning</td>
<td>• Excursions if they arise</td>
</tr>
<tr>
<td>portal</td>
<td>• Printing of learning materials that are made available online</td>
</tr>
<tr>
<td>Access and use of Brighten</td>
<td>• Replacement copy of a student’s certificate</td>
</tr>
<tr>
<td>Institute Australia’s</td>
<td>• Technology device loan</td>
</tr>
<tr>
<td>facilities</td>
<td></td>
</tr>
<tr>
<td>Support services Issuing of</td>
<td></td>
</tr>
<tr>
<td>a student’s certificate</td>
<td></td>
</tr>
<tr>
<td>or Statement of Attainment*</td>
<td></td>
</tr>
</tbody>
</table>
Student Handbook 2017

*Subject to competency of one or more units of competency being completed and the course fee being paid in full, Brighten Institute Australia will issue the student with the appropriate certification for that course.

13.4 Course Enrolment Fee

Course materials will be issued to the student as they progress throughout the Course. Brighten Institute Australia reserves the right to suspend or cancel training in the event that the student fails to pay any part of the course fee as and when it becomes payable.

If the student is paying by instalments, they must:

• Pay all such instalments on or before the due date; Enrolment is not complete until fees are paid or a payment arrangement is entered into.

• In the event that the instalments are to be paid by way of direct debit, the student must ensure that they maintain sufficient funds in their account to meet the instalment payments.

• Student can request an update on the outstanding balance from their Course Coordinator at any time should they wish to receive an account statement. A final receipt will be provided to the student once all payments are received and invoice is fully paid

13.5 How to pay

Students are able to pay for their fees using the following methods:

• Electronic Fund Transfers
• Payment Plan - Direct Debit
• Credit Card
• Centrepay
• Employers and Employment Service Providers are able to pay for their employee's fee by:
  • Electronic Fund Transfers (EFT)
  • Credit Card

Please note:

• Students/Employer/Employment Services Providers will pay the course fee at time of enrolment or in accordance with the Payment Plan. Requests for re-scheduling of any program or course or subject may incur an additional fee. Enrolment in a new course will incur any new fees as applicable.
• Fees will not be transferred to another educational institution
• Fees can be paid in full or Employment Service Providers/Employers can pay an initial deposit of one semester's fee which is payable on enrolment.
• Balance of fees is to be paid on an instalment program that is scheduled on enrolment.
• The company may restrict or withhold services or materials from the student if the payment plan is overdue.
13.6 Paying by Electronic Funds Transfer

The account details for payment will be nominated on each respective invoice to facilitate bank transfers (EFT).

<table>
<thead>
<tr>
<th>Account</th>
<th>Account details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name:</td>
<td>Brighten Institute Australia</td>
</tr>
<tr>
<td>Bank: Westpac</td>
<td>Please contact the office on 02 9223 1868 for details</td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>BSB:</td>
<td></td>
</tr>
<tr>
<td>Account No:</td>
<td></td>
</tr>
<tr>
<td>Swift Code:</td>
<td></td>
</tr>
</tbody>
</table>

The invoice number must be added as a bill reference; this will ensure that we identify the payee against the payment.

13.7 Paying by Credit Card

We accept credit card payments by Visa and Master card via Ezidebit Web Pay. The below link allows a student to make online credit card payments securely:

Please contact the office on 02 9223 1868 for details

A transaction fees apply and will vary without notice.

Please refer to Fees and Charges and Refunds by visiting www.brighten.edu.au

The invoice number must be added as a bill reference; this will ensure that we identify the payee against the payment.

13.8 Protection of fees paid in advance

Brighten Institute Australia protects the fees that are paid in advance by students.

13.9 Fees Paid in Advance

The Academic Manager is responsible for ensuring that arrangements are in place for collecting student fees paid in advance.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed $1,500

13.10 Paying by Payment Plans

We offer payment plans for the convenience of students and employers. The payment plan is set to take out payments in instalments (as agreed on the enrolment form) from either the bank or credit card of the students each fortnight.
The fees applicable are as follows:

- A one-time setup fee of $2.20 is applicable.
- Transaction fee of $0.88 for each transaction.
- Transacting from a bank account will incur a $0.88 transaction fees.
- Transacting from Visa/MasterCard will incur the higher of $1.65% or $0.88 per transaction.

13.11 Paying by Centrepay

Centrepay is a voluntary direct bill-paying service offered to customers receiving Centrelink payments. We offer Centrepay through our Registered Training Organisation Brighten Institute Australia Pty Ltd.

Centrepay will only be applicable to students who are enrolling in a qualification delivered by Brighten Institute Australia and are already on Centrelink benefits.

This method of payment requires a minimum deduction of $10 each fortnight.

For a student to apply to pay through this method they need to:

**Download and fill out** the form from:


Under part C of the form enter the following provider details:

- **Name:** Brighten Institute Australia Training Pty Ltd
- **Address:** Level 5, 12 O’Connell Street Sydney NSW 2000
- **Contact number:** 02 9223 1868
- **Service Provider’s Centerpay Reference Number:**
- **Your Account Number:** Provide your student number (this will be issued to you on successful completion of your application form.
- **Reason for Payment:** Cover education expenses

*Please email a completed form to contact@brighten.edu.au to confirm payment arrangement.*

13.12 Failure to make payment

Irrespective of the student’s progress throughout the program or course, if a student fails to pay any instalment by the due date and fails to make contact with Brighten Institute Australia, the total outstanding balance of the course fee will become immediately due and payable.

The course materials that Brighten Institute Australia provides to the student will become their property. However, the content of the course materials, including copyright and all other such intellectual property rights contained therein, remain the property of Brighten Institute Australia or a nominated third party.

Unpaid Fee or Debts
Student Handbook 2017

It is the student’s responsibility to make sure that all fees and debts are paid.

If you have outstanding debts to Brighten Institute Australia, you will not be allowed to continue your studies or to enrol in any further courses.

Outstanding fees and debts may also have an impact on any enrolment fee refunds being paid.

Process of recovering fees

The process of fee recovery is as follows:

We use a combination of email reminders and collection calls as per our policy of debt collection:

- Pre-reminder for payment email sent out just before the invoice falls due.
- 1st reminder for payment sent on the first week after due date.
- 2nd reminder for payment sent in two weeks after due date.
- 3rd reminder for payments will be sent in a month after due date.
- 4th reminder for payments will be sent in 2 months after due date.
- 5th and last reminder will be sent when the account is 3 months overdue.

Collection calls will be placed on accounts which fall 3 month or more overdue.

We reserve the right to take further action on accounts which are overdue and have not made any reasonable attempt in settling the fee, despite our efforts.

Brighten Institute Australia engages the services of debt collection agencies to recover unpaid fees or debts; as such, reserves the right to recover these debt collection costs from you and/or adverse reporting to a credit rating agency.

Student fee exemptions and concessions

Exemptions

Student fee exemptions are made available to students that are able to substantiate claims to severe financial hardship through valid evidence.

Definition of severe financial hardship:

- Student is receiving an eligible Commonwealth income support payment.
- Student is unable to meet reasonable and immediate family living expenses. This means that their income is not enough to cover the basic necessities of everyday living.
- Student can declare that at the time of making the request they are not in paid employment (working for 10 or more hours each week).

There are a number of pensions and benefits which are eligible, not just employment benefits. The responsibility for approval of such claims resides with Brighten Institute Australia’s enrolment/operational staff members.
Minimum of 2 of the following forms of evidence to sight along with the Financial Hardship Application Form;

1. Income statement from Centrelink
2. Concessions
3. Bank Statement(s)
4. Overdue accounts
5. Statutory Declaration

**Concession fees**

Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full fee under the following programs:

- Austudy
- Abstudy
- Youth Allowance

A copy of the concession card is to be retained and placed on the students file.

**Concession criteria**

The following students are entitled to the concession rate on course fees:

a) Persons and dependents of persons holding:
   - A Pensioner Concession Card.
   - A Repatriation Health Benefits Card issued by the Department of Veterans’ Affairs.
   - A Health Care Card

b) Persons and dependents of persons in receipt of AUSTUDY or ABSTUDY.

c) Persons and dependents of persons in receipt of the Youth Allowance.

d) Persons who are inmates of a custodial institution.

e) Persons who have reached the age of 15 but who have not reached 18 years of age, and who are not due to reach 18 years of age in the calendar year for which they enrol (that is, for study in 2015).

Eligible benefits include:

- Age Pension
- Austudy (including Veterans’ Children Education Scheme)
- Carer Payment
- Disability Support Pension (second or subsequent course enrolment per year, first enrolment is exempt)
- Exceptional Circumstances Relief Payment
- Family Tax Benefit Part A (maximum rate)
- Farm Help Income Support
- Mature Age Allowance
- Newstart Allowance
- Parenting Payment (Single)
- Sickness Allowance
- Special Benefit
- Veterans’ Affairs Payments
Student Handbook 2017

- Widow Allowance
- Widow Pension (including Widow 'B' Pension)
- Wife Pension
- Youth Allowance.

Course withdrawal

If the student wishes to withdraw (including deferral) from the program or course they must notify the company in writing by filling out the online withdrawal form found here http://www.brightenedu.au/withdraw.
This also applies to students wanting to withdraw from a unit of study or a course of study.

Refund of student fees

Requests for transfers or refunds must be made in writing to the RTO Manager.

Please refer to ‘Fees and Charges and Refunds’ by visiting www.brighten.edu.au

If the student fails to notify Brighten Institute Australia of their withdrawal in writing, they will be deemed as still enrolled and they will be liable to pay the course fee in full.

If the student fails to attend scheduled classes for four consecutive weeks without notifying Brighten Institute Australia you may be classified as withdrawn, no refund will be payable and you may be required to re-enrol if you wish to resume.

A refund of unused materials will be at the discretion of the CEO.

If the student is paying fees via a payment plan or Centrepay arrangement the student will still be liable for payment of fees associated with the units that the student has commenced.

Should the student stop payment without notification to Brighten Institute Australia, we reserve the right to engage the services of a debt collection agency which may impact on future enrolments

Where a credit card was used to pay the original fees, the refund must be paid to that credit card. In this instance payment of the refund into a nominated bank account is not permitted.

Refund payment of course fees paid by a sponsor will only be made to the sponsor’s account and not to the student.

If you have entered into a payment plan, necessary adjustments will be made, including a refund to your bank account (or to your credit card if this was your method of payment) of any amounts owing.

In some cases, fee refunds may be transferred to credit fees for another course in the same calendar year. Fee credits cannot be used in this way beyond the end of the calendar year. Refund payments in cash are not made.
13.9 Appeals on refunds

If the student is unhappy with the outcome of a request for refund, or if the student is in circumstances of financial hardship the student is entitled to appeal the decision through the RTO Manager.

If the student is still not satisfied after this appeal process, the student may lodge a grievance by putting their concerns in writing to CEO Brighten Institute Australia

Course deferral, suspension or cancellation

Brighten Institute Australia may at its discretion defer the commencement date, cancel or vary a program or course prior to commencement. In the event of deferral or cancellation before the program or course commencement the company will refund fees in full and the student agrees that there shall be no further entitlement to damages whatsoever.

A full refund of tuition fees paid will be issued to students if Brighten Institute Australia defaults for any of the following reasons:

• The course does not begin on the agreed commencement date, or
• The course ceases to be provided at any time after it commences but before it is completed, or
• The course is not provided in full to the student because a sanction has been imposed on the registered provider.

A full refund will be issued within 28 days of the default.

Course reduction

With the exception of granting RPL and/or credit transfer, there is no provision for a student to reduce their course duration from the dates shown on their enrolment form/training plan.

Tuition fee protection

The company assures the security of student fees through its compliance with the requirements of the Standards for National Vocational Regulator (NVR)–Registered Training Organisation 2011 (22.3)

Recognition of Prior Learning and obligations to recognise AQF qualifications

The company will ensure that a student's prior knowledge and skills are recognised, providing they meet the requirements of the relevant training package. The RPL is in accordance with the principles of assessment and the rules of evidence.

The fee for assessing an RPL application may vary depending on the program or course.

Fees and charges summary

General fee for service fees and charges

The following link will provide updated fees and charges applicable for respective courses: http://brighten.edu.au

Please note that the fees displayed on the website are subject to change at any time. All fees and charges are current at the time and may change at the time of enrolment.

There may be State or Federal Government funding available that may reduce the cost of a student’s
course fees. Students can contact our RTO Manager to find out more information about this.

**Course materials**

Course fees do not include the cost of buying textbooks, equipment, tools and uniforms required for specific courses.

Students will be notified prior to enrolment of any applicable additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course.

Students who are undertaking studies online, can request to receive printed copies of learner resources. Please refer to the Fees and Refunds Table.

**Re-issuance of Certificates or Statement of Attainments**

If a student loses or misplaces a Certificate or Statement of Attainment, they may have it replaced. Please refer to the Fees and Refunds Table. A formal statutory declaration confirming the loss must accompany a request for retracement.

**Reassessment of a Unit of Competency**

In the event of being deemed Not Yet Competent in a Unit of Competency, a student will have the opportunity to resubmit once.

If on the second attempt a student is still deemed Not Yet Competent (NYC), they will receive a final result of Not Yet Competent with a recommendation to be enrol.

When the student has completed the remainder of the course they will be issued with a Statement of Attainment rather than a Qualification due to not fulfilling the complete requirements of the course.

There are no fees and charges applicable for reassessment.

If a student would like to undertake the Unit of Competency again they can pay a $300 reassessment fee to undertake the Unit of Competency again.
14. Course Delivery

At Brighten Institute Australia we use a range of delivery methods to create a quality learning experience for our students.

Learning time may take place in:

- a classroom;
- a simulated practical environment; a workplace; and/or
- distance learning

Brighten Institute Australia may also use a range of delivery techniques such as:

- face-to-face;
- textbook study;
- role plays and formal presentations to peers; simulated case studies;
- online interaction; lectures;
- peer learning and group work; and/or problem-solving.

14.1 Course Evaluation and Review

To remain compliant in our RTO registration, Brighten Institute Australia must collect and report a range of accurate and complete data as part of the “Data Provision Requirement 2012” legislation. This means we are required to continue to collect, analyse and report against the three quality indicators (QIs) for RTOs—the Learner Engagement, Employer Satisfaction and Competency Completion quality indicators. This data is used as part of a larger risk assessment process by our National VET regulator the Australian Skills Quality Authority (ASQA).

This information is collated for the basis of systematically evaluating and uses the outcomes of the evaluations to continually improve our training and assessment strategies and practices.

To meet these objectives, we ask students to complete a Learner Questionnaire at the conclusion of the course. Students will be asked to provide feedback on course content and delivery, facilitators, course materials and the assessment process.

We also ask students to complete a Course Progression Survey at the end of every cluster. Where appropriate, the student’s employer will also be asked to submit an Employer Questionnaire.

15. Course Assessment

Brighten Institute Australia is committed in ensuring that Assessments (including RPL):

a) meet the requirements of the relevant Training Package or VET accredited course; and
b) are conducted in accordance with the Principles of Assessment and the Rules of Evidence in; and
c) meet workplace and, where relevant, regulatory requirements; and
d) are “systematically validated”

At all times Brighten Institute Australia trainers and assessors will ensure that the assessment activity is undertaken in a safe and secure environment.
15.1 Types of Assessments

Assessments may contain one or both formative and summative tasks.

**Formative assessments** may include knowledge checks, class activities, group work and quizzes. This type of assessment is not marked, but is a learning tool to help student understanding of the course content.

**Summative assessments** consist of individual assignments, quizzes, case studies and short answer questions. Students will be required to spend between 10 and 50 hours outside of each class or cluster to complete these assessment tasks. Time spent will depend on the student’s current level of construction knowledge and academic experience.

All summative assessment tasks are listed towards the back of your course manual and all formative assessments are located as learner activities throughout your course manual.

Due to the timeframe required to complete assessments, it is critical that you start work on assessments early. In many cases, you will be able to start working on assessments after the first or second class. Starting early is an advantage to you as:

- you’ll be completing the assessment while the information is fresh in your mind
- you can seek clarification from the facilitator if there are components you do not understand you are likely to be able to meet assessment due dates as detailed in your Assessment timetable and Training Plan.

15.2 How are you assessed?

Your trainer will explain the specific assessment requirements at the start of your course. Summative assessments are mapped to the units of competence and must be completed. Assessment tasks, which are the individual assessment questions, are marked as:

15.3 Satisfactory or Not Satisfactory.

If an assessment task is *Not Satisfactory*, the facilitator will provide you with feedback, and you will need to re-submit your answers to those questions. If this happens, you must resend in the entire assessment as your resubmission.

Standards for NVR Registered Training Organisations 2012


You are able to complete one resubmission. If, after you have tried to answer the questions, you find that you are struggling to understand the material, please contact the Learning Support Team on 02 9223 1868.

We will discuss the issues with you, and will work with you to assist you. This may include some Language, Literacy and Numeracy (LLN) support or organising a tutorial for you (tutorials may incur additional costs). Tutorials can be offered one to one, small group tutorials, by phone and by email.
When all of your assessment tasks are complete, you will receive a final result of either:

**Competent:** This means that you have completed all assessment tasks to a satisfactory standard, or

**Not Yet Competent:** This means that you have not completed all assessment tasks to a satisfactory standard.

The following flow chart describes the assessment process, using the example of John, who is a student with Brighten Institute Australia. The components which are shaded relate to what “John”, and all other students, need to complete.

*Important information*

To correctly complete the assessment, cover sheet ensure you must sign it.

This verifies that you have completed the assessment yourself. If this is not signed, you will be asked to attend Brighten Institute Australia’ office to sign the cover sheet, before we can send your work to the facilitator for marking.

Please ensure that the cover sheet has an original copy of your signature - we cannot accept photocopied cover sheets.

The following flow chart explains how the marking process works.

![Assessment Marking Process](image)

**Figure 2: Assessment Marking Process**

### 15.4 Assessment Timetable

In some courses students are expected to submit all assessments in accordance with an assessment timetable (issued at the pre-training interview or at course induction).

It is suggested that students note these dates in their diaries and plan ahead to ensure assessments are completed and submitted by no later than the submission date.
15.5 Assessment Submissions

Summative Assessments must be submitted in accordance with Brighten Institute Australia requirement.

Students are required to keep copies of their assessments in the instance that assessments may be misplaced or lost in the mail;

Please note: photocopied work will not be accepted for assessing. The submission of assessment tasks must comply with the following: Students have fairly and practicably attempted all assessment tasks.

Assessments that have not been fully attempted and require you to provide additional information will be returned to students for completion and re-submission. This will be counted as two (2) submissions.

Assessments must be submitted before or on the assessment due date.

A completed cover sheet must always be attached to the front of the assessment submission.

The cover sheet is important as it provides information to the facilitator on the unit of competency or cluster you are submitting.

It also allows for easier processing for the Administrator - if cover sheets are not completed correctly, it will cause a delay in the processing and marking of your assessments.

- Write assessments in pen, not pencil
- Assessments must not be stapled or bound.

Principles of assessment

It is Brighten Institute Australia responsibility to ensure that assessments adhere to the following principles of assessment:

Valid  Evidence for assessments must be collected on multiple occasions, and in a variety of ways. The assessment process must ensure that it only assesses what it claims to.

Reliable  Interpretation of the evidence must be consistent. Use of Marking Guides will help ensure this occurs.

Fair  Demonstrating the skills and knowledge must be done in a variety of ways suitable to the workplace.

Flexible  The process must not disadvantage any students. A number of training delivery strategies must be available to ensure no students are disadvantaged.
Brighten Institute Australia students work with their teachers who will assist students with individually tailored assessments, as required. Brighten Institute Australia has a confidential appeal process which students can use if required.

**Rules of evidence**

It is both Brighten Institute Australia and the students’ responsibility to ensure that assessments and assessment evidence adhere to the following rules of evidence:

- **Authentic** The Assessment must be your own work. All Assessment Cover Sheets must be signed by you to verify that the submitted work is your own. Brighten Institute Australia has a strict plagiarism policy which all students are advised of and must adhere to.

- **Current** Evidence needs to be current, or from the recent past, to prove that you are still competent.

- **Sufficient** This refers to the quality and quantity of the evidence which is being assessed. Competency needs to be demonstrated in repeated circumstances. Enough evidence needs to be provided to cover all aspects of the competency.

- **Valid** The assessment process must cover the range of skills and knowledge which are essential to competent performance. The assessment decision (i.e. whether or not a student is Competent or Not Yet Competent) must be able to be justified by the assessor.

**15.5 Where to submit Assessments?**

**Option 1**

Hand in your assessment at the Brighten Institute Australia Reception Level 5, 12-14 O’Connell Street SYDNEY NW 2000

*Ensure you sign the log in page,*

*or*

**Option 2**

Mail to Brighten Institute Australia Reception Level 5, 12-14 O’Connell Street SYDNEY NW 2000 All assessments received are logged in our Training databases.

**15.6 Extensions**

If you submit assessments after the scheduled submission date you will be deemed to have made an attempt at the assessment.

A request for an extension to a due date must be submitted to the teacher no less than 2 days prior to the scheduled date. A request for extension is a request for special consideration.

A request for an extension will only be considered or granted under special circumstances, and proof that a start has been attempted with the assignment.
15.7 Close of Study

Your enrolment in a course remains current and open whilst the course is being undertaken. In this time, you are expected to attend training sessions and submit your assessments within the timeframes as per the assessment timetable, including re-submissions.

All courses undertaken by students will have an expiry date. The course will be closed off six (6) weeks after the final day of course delivery.

You will be advised via post or email of the course closure date and all assessments will need to have been submitted by the date in this letter.

If you miss any important sessions of the training, you will be expected to make up these sessions before submitting their assessment for marking. A transfer fee of $50 or the full course fee may be applicable according to the Fees charges and refunds policy and procedure, which can be found at http://www.mbavtraining.com.au/content/policies-and-procedures/

**Important:** Once the course is closed a Statement of Attainment will be issued for those units of competency you have been deemed competent in.

15.8 Assessment Returns

Students can pick up assignments in class or the marked assessments will be posted to the address listed on your Assessment Cover Sheet. If you wish for your assessments to be posted to a different address, please advise the Assessment Administrator.

For more information on Assessments and submissions of assessment, refer to the Assessment Policy and Procedure located in the Brighten Institute Australia Training website. http://www.brigthen@edu.au

15.9 Plagiarism and Cheating

**Definitions**

**Plagiarism**
Plagiarism occurs when an individual attempts to pass someone else's work off as their own i.e. Using someone's ideas, opinions, or theories in an assignment or essay, using pieces of information, such as graphs, statistics, drawings, that are not common knowledge.

**Cheating**
Cheating occurs when an individual copies someone else's work - such as sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment.

You are required to complete and submit your own original work. Only original assessment work will be accepted. (no photocopied work is to be submitted).

In most cases plagiarism occurs without intent to deceive. With adequate training and support, this should not recur.

Cheating is a different situation and is usually 'cut and dry' with no defence. The consequences of cheating may include: repeating the entire unit, suspension from course and/or cancellation of course enrolment.
If you are identified plagiarising or cheating, you can access the complaints, concerns and appeals process (refer to Complaints and Appeals of the Complaints, Concerns and Appeals Policy found in http://www.brighten.edu.au

The consequences of this misconduct can include, but is not limited to:

- Informal notice by a facilitator, or other staff member of the need to comply with the required standards of behaviour;
- Re-assessment or re-submission of assessment activities;
- Formal meeting with Brighten Institute Australia Management to discuss the misconduct; Formal written warning
- Request to you to provide a show cause as to why they should be allowed to continue in the course;
- Suspension for the course for a period up to 7 days (Serious Misconduct).

16. Student Code of Conduct

While attending a course at Brighten Institute Australia, you are required to adhere to the following Code of Conduct:

16.1 Attendance and Absenteeism

To maximise the learning opportunity, it is recommended that you attend every session of the course.

You should plan all reschedule of dates well in advance, prior to commencement of the course e.g.: if holidays are planned. When this occurs, there is a better chance of being rescheduled into the next available date.

It is strongly recommended that students attend 100% of the course however a minimum of 80% attendance is required for all qualifications before you can be assessed as competent including the completion of your assessment task.

Students are encouraged to attend all classes/sessions.

Lateness

Students are recommended to arrive at least 15 minutes prior to the course commencement time (8.45 am or 5:45pm).

Returning from breaks:

Students are expected to return to the class room at the time indicated by the teacher. This includes every morning tea, lunch and afternoon tea break.

16.2 Class Rolls

All students will be required to sign a training class roll upon arrival and again at the conclusion of each session. If you neglect to sign in or sign out, you may be deemed as not having attended.
The teacher will also keep a record of student attendance on a separate training class roll.

You must check spelling of the spelling of your legal names. If these are incorrect on the class roll, cross off the details and write in the correct details.

16.3 Behaviour Standards and expectations (including bullying and harassment)

Brighten Institute Australia requires students to adhere to the following Code of Conduct: All students have the following rights:

- to be treated with respect, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- to be free from all forms of bullying, harassment and intimidation.
- to work in a safe, clean, orderly and cooperative environment.
- to have all property protected from damage or misuse.
- to have any disputes settled in a fair and rational manner (Refer to the Complaints and Appeals or the Complaints, Concerns and Appeals policy and procedures www.brighten.edu.au)
- to work and learn in a supportive environment without interference from others.
- to express and share ideas and to ask questions.
- to be treated with politeness and courteousness at all times.

All students are expected to adhere to the following:

- Students are to wear neat, casual and appropriate clothing that does not cause offense and meets OH&S requirements. Please do not wear thongs or singlets to class;
- Students are expected to keep the training rooms neat and tidy by throwing away their rubbish at the end of each session and pushing chairs under tables;
- Students are expected to respect all property within the Training Department and the Brighten Institute Australia;

Students are asked to wait in the break-out area before class rather than near reception;

- For those students who are smokers, a courtyard is provided for use on the ground floor next to the break-out area. Please do not smoke outside the front entrance of the building;
- Please make use of the courtyard, break-out area or park across the road during scheduled breaks;
- Students are to utilise the allocated toilets.
- Men are not to utilise the women's toilets at any time.

Note: One or more of the following three areas of misconduct may be applicable in cases of Harassment, Discrimination or Sexual Harassment. Brighten Institute Australia will apply disciplinary penalties for any of the behaviours.
Serious Misconduct

• Acting in a manner that is threatening, intimidating, disrespectful or unprofessional towards any teacher, trainer, clinical or workplace supervisor or other staff member, student or other member of the Brighten Institute Australia community

• Causing any member of the Brighten Institute Australia community to hold reasonable fear for their safety or physical or psychological well-being;

• Committing an act or making an omission that has the capacity to endanger the safety or health of any member of the Brighten Institute Australia community;

Simple Misconduct

• Assaulting any member of the Brighten Institute Australia community;

• Any act or omission that disrupts the peace and good order of the Brighten Institute Australia community.

• Any of the incidents in the Behaviour Standards committed with a circumstance of aggravation;

• Impeding the ability of any member of the Brighten Institute Australia community to study or participate in any Brighten Institute Australia activity

Serious Misconduct

• Fraudulent representation of grades, results or awards for prior learning including through the unauthorised use of any Brighten Institute Australia name, seal or trademarks;

• Any act or omission by a student that attempts to circumvent or pervert Brighten Institute Australia assessment process;

• Cheating in an Examination or test including speaking or communicating with other candidates,

• bringing unauthorised material into the examination room including a mechanical or electronic device, or consulting any person or materials outside the confines of the examination room

• without permission to do so, reading or attempting to read other students' answers, leaving

• examination or test answer papers exposed to other student's view;

• Plagiarism, including the purchase, in full or in part, of material capable of circumventing the requirements of the assessment;

• Collusion in the preparation of a response to a piece of assessment
Serious Misconduct

- Tampering with examination or assessment materials.
- Breaching any state or Commonwealth laws or any Brighten Institute Australia policies on privacy, Internet and computer use and copyright;
- Tampering with and/or making a fraudulent representation involving any medical certificate where the original certificate was tampered with, stolen or not issued in favour of the student
- Any other type of fraudulent documentation provided to Brighten Institute Australia in order to favour the student
- Sexually harassing, discriminating against, and/or racially vilifying any member of the Brighten Institute Australia community
- Wilful damage, wrongfully dealing with or interference with property of any member of the Brighten Institute Australia community with a replacement or repair value of less than $500;
- Any other types of misconduct as deemed by Brighten Institute Australia Management to be Serious Misconduct from time to time.

16.4 Consequences of Misconduct

The consequences of misconduct will vary and be dependent upon a range of circumstances. Examples of the consequences of misconduct can include, but is not limited to:

Simple Misconduct

- Informal notice by a teacher, trainer, assessor or other staff member of the need to comply with the required standards of behaviour;
- Re-assessment or re-submission of assessment activities;
- Formal meeting with Brighten Institute Australia Management to discuss the misconduct; Formal written warning;
- Request to the student to provide a show cause as to why they should be allowed to continue in the course;
- Suspension from the course from 1 to 7 days (depending on the misconduct)
  - A 24-hour suspension for circumstances that require an immediate cooling off period. In these circumstances a 24-hour suspension does not presume any individual is at fault, rather it is a strategy to prevent escalation of a situation or circumstance.
  - The following Brighten Institute Australia staff have the authority for a maximum 24-hour suspension:
    o MD
    o Academic Manager
  - Any suspension of more than 24 hours, or cancellation of course enrolment, can only be approved by the Manager, Training.

Serious Misconduct

In addition to the above Misconduct processes the following may occur depending on the severity of the misconduct.

- Cancellation of enrolment
- Banned from any future enrolment with Brighten Institute Australia Legal action
16.5 Lodging a Misconduct complaint

If you feel you are being bullied, sexually harassed or discriminated against you should seek help immediately. Do not ignore discrimination, bullying or sexual harassment thinking that it will go away – often discrimination will get worse and your silence may give the impression that these actions are acceptable. Refer to Brighten Institute Australia Access and Equity (including Discrimination, Bullying and Sexual Harassment) Policy and Procedure and the Complaints and Appeals Policy and Procedure.

This can be accessed via Brighten Institute Australia’ website http://www.brighten.edu.au

16.6 Equipment and Property

Mobiles

Mobile phones must be switched to silent during class. Students are not to leave the room to make phone calls during training sessions as this disrupts the learning of others. Phone calls can be made at any time during the scheduled break times, either in the break out area or in the courtyard. Please refrain from making phone calls in the reception area.

Security Cameras

Students are advised that Brighten Institute Australia and all training rooms are monitored by security cameras at all times.

Training equipment

Students are to respect all equipment and property in the Brighten Institute Australia Association. Students will be responsible for any damage they cause.

Weekend/ Weeknight training

Students who are undertaking training during the evening or on the weekend should be aware that due to security reasons, building access may be restricted.

17. Unique Student Identifier (USI)

17.1 What is it?

The USI is a mandatory reference number that is made up of numbers and letters and is unique for each individual student. Think of it as similar to a Tax File Number, but for training. It is a legal requirement that all nationally recognised training that is completed from 1 January 2015 is recorded against a student’s USI. It doesn't cost anything to obtain a USI, and once you have it, it will stay with you for life.

The advantage for you is that you can electronically access your results for any training you’ve completed (after 1 January 2015) anywhere, anytime.
17.2 How do I know if I have a USI?

All students who train with a Registered Training Organisation after 1 January 2015 will receive a USI. In most cases, we can organise this for you during your pre-training interview and advise you straight away what the number is. If you do not have your number, or you have any enquiries about this, please contact the Learning Support Team on 9411 4555.

For more information on the USI, please refer to [https://www.usi.gov.au](https://www.usi.gov.au)

17.3 What happens if I don't have a USI

If you don't have a USI or don't provide it to Brighten Institute Australia, we will not legally be able to issue results regarding training completed if students do not have or obtain a USI. This means a student cannot receive their Testamur (also known as a Certificate) or Statement of Attainment, unless they provide their USI to Brighten Institute Australia. See 17 Issuance of AQF Certification Documentation for more information.

18. Issuance of AQF Certification Documentation

Students completing assessment requirements for a nationally accredited course/s will receive the following AQF certification documentation:

- A complete qualification will be awarded a Testamur corresponding to the completed course. The Testamur will be supplemented with a Transcript of Results which lists the units of competencies including the results and completion date.

- Part of an accredited qualification will be awarded a Statement of Attainment indicating which units of competency they have completed.

- Non-accredited courses will be awarded a Statement of Attendance.

For details of competencies to be achieved during training visit [www.brighten.edu.au](http://www.brighten.edu.au) or contact 02 9223 1868 for a course brochure.

Brighten Institute Australia will not issue AQF certification documentation to a student without being in receipt of a verified Unique Student Identifier (USI) unless an exemption applies under the Student Identifiers Act 2014.

The AQF certification documentation will be issued within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes Brighten Institute Australia have been paid and that the student has a USI.

An administration fee of $35.00 will apply for lost or re-issuance of an AQF certification documentation upon completion of an application form being received (subject to terms and conditions).

For more information, refer to the Issuance of AQF Certification Document Policy and Procedure available on [www.brighten.edu.au](http://www.brighten.edu.au)
18.1 Student Access of Records

If a student’s record is misplaced or damaged, they may contact Brighten Institute Australia to order a re-issuance. To do this, students are required to complete a Student Records Request Form from the Brighten Institute Australia website www.brighten.edu.au or request by calling 02 9223 186.

The completed form should be returned to:

Brighten Institute Australia
Academic Manager
Level 5, 12-14 O’Connell Street
SYDNEY NSW 2000

Fax: (02) 9223 1868 or

Email: contact@brighten.edu.au

The student’s request will be processed within 14 days of the receipt of the form. Students are required to bring sufficient photo identification (for e.g. driver’s licence, passport) to confirm their identity prior to provision of their records.

The cost for a replacement copy of the documentation is $35.00, which is to be paid at time of application.

19. Employability and Foundation Skills

Brighten Institute Australia qualifications are based on Australian National Training Packages (TP). All TP Qualifications include Employability Skills as part of the assessment guidelines. Students are expected to be able to meet these employability skills at the completion of their qualification training and assessment.

Qualifications issued by Brighten Institute Australia are recognised within the Australian Qualifications Framework (AQF).

Foundation skills are being integrated in all resources and assessment tools. For further information on Foundation skills please contact the Academic Manager on 02 9223 1868.

20. Privacy Statement

Brighten Institute Australia will treat all information gathered from its students with the strictest confidence in accordance with the requirements of the Privacy Act 1988. The information will be held in a secure environment and accessed only by authorised personnel.

Information you provide to us will be entered into our database for the purpose of processing enrolments, registrations, orders and payments. It may also be used by Brighten Institute Australia to provide advertising material to you. Your assessment/s may be used by Brighten Institute Australia for the purpose of moderation and validation of the assessment process.

Brighten Institute Australia is required to provide the Department of Education with student and training activity data which may include information you provide in this application form.
Information is required to be provided in accordance with the AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard)

AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) - is a National Standard for the collection and analysis of Vocational Education and Training (VET) information throughout Australia.

The AVETMISS Standard has been developed in accordance with the national strategy for VET statistical information, and has been endorsed by Federal and State Ministers. The National Centre for Vocational Education Research (NCVER) in conjunction with other national committees has developed the AVETMISS Standard - VET Provider Collection Specifications - which is specific to Registered Training Organisations.

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

The Education and Training Reform Act 2006 and the Student Identifier Act 2014 requires Brighten Institute Australia to collect and disclose your personal information for a number of purposes, including the allocation to you of a USI Student Number and/or a Unique Student Identifier and updating your personal information on the National Student Register.

Under the National Privacy Principles of the Privacy Act 1988, you can access your personal information. This information may be requested at any time. Requests are to be made in writing and sent to the Brighten Institute Australia.

For more information in relation to how student information may be used or disclosed, please contact website www.brighten.edu.au or contact@brighten.edu.au

A copy of the Brighten Institute Australia Privacy Policy and Procedure is available upon request.

21. Complaints and Appeals

Students may raise any matters of concern relating to training delivery and assessment, the quality of learning, student's amenities, discrimination, sexual harassment and other issues that may arise.

The Complaints, Concerns and Appeals Policy and Procedure provides an avenue for most complaints, concerns and appeals to be addressed.

Our Commitment

Brighten Institute Australia welcomes feedback and suggestions from employers or students on our services. All complaints and appeals are recorded, acknowledge and dealt with fairly, efficiently and effectively. A student's enrolment will not be affected by suspension or cancellation while the complaints and appeals process is being conducted.
21.1 Complaints Process (Training related matters)

Students who feel they may have been unfairly treated, may follow the procedures listed below:

- If the emergency is related to Bullying and Harassment, students are advised to contact the Academic Manager on 02 9223 1868
- The student should firstly discuss the matter with their trainer (where appropriate). If they are not satisfied, the student may request to escalate the matter to the Academic Manager.

The RTO Manager contacts the student within 48 hours to confirm receipt of form, discusses the circumstances with the relevant personnel, and makes a decision.

The student is contacted within 10 working days to let the student know the decision that has been made. The student has 5 working days to respond to formal decision.

The student may request a face to face meeting with the CEO to formally present his or her case in appeal of the decision of the Academic Manager. Once this meeting has occurred, the Academic Manager will respond in writing within 24 hours.

A written statement of the appeal outcome, including reasons for the decision will be documented and provided to student.

Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, Brighten Institute Australia acknowledges the need for an appropriate external and independent agent to mediate between the parties. The student may also request for this.

Brighten Institute Australia will contract such a person as and when required. The cost for an independent agent to review and make a decision on the appeal is at no cost to the student.

If the student is still dissatisfied with the outcome after Brighten Institute Australia has engaged an independent visitor, the student may lodge a complaint with the Australian Skills Quality Authority (ASQA) on 1300 701 801.

21.2 Complaints Process (Assessment related)

If the student has been advised that they are Not Yet Competent, but they believe that:

- They genuinely do have the required degree of competency; and
- That they have provided reasonable proof of this to Brighten Institute Australia;
- The student may query or appeal the result.

This process ensures that all students are fully satisfied with the fairness and accuracy of Brighten Institute Australia assessment processes.

Note: Brighten Institute Australia accepts an appeal against an assessment decision for a period of no longer than 2 weeks after the student receives notification of the assessment decision.

Students who feel they may have been unfairly treated, may follow the procedures listed below:

Discuss the matter with the Academic Manager, if not satisfied with the outcome of this discussion, the student may then request that the matter is referred to the MD.
The student must complete the Notice of Complaint Concern and Appeal Form and send this document to the Academic Manager ensuring that sufficient details about themselves and the course are provided, including the circumstances surrounding the concern, complaint or appeal.

- The student provides an explanation of the reason/s why they feel the Not Yet Competent result is not appropriate, and also attaches a copy of the original Assessment Task.
- The Academic Manager seeks an independent review of the Assessment Task and contacts student with the written result within 10 working days of receipt of appeal. The student has 5 working days to respond to decision.
- The student may request a face to face meeting with the Academic Manager to formally present his or her case in appeal of the decision of MD. Once this meeting has occurred, the Manager, Training will respond formally within 24 hours.
- A written statement of the appeal outcome, including reasons for the decision, will be documented and provided.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, Brighten Institute Australia acknowledges the need for an appropriate external and independent agent to mediate between the parties.
- Brighten Institute Australia will contract such a person as and when required. Cost for an independent agent to review and make a decision on the Appeal is at no cost to the student.
- Brighten Institute Australia encourages the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.
- If the student is still dissatisfied with the outcome after Brighten Institute Australia has engaged an independent agent, the student may lodge a complaint with the Australian Skills Quality Authority on 1300 701 801.

Note: ASQA only deals with complaints about: the information provided to you by an RTO about the course/s you are interested in the delivery and assessment of the training you have received the qualifications you have or have not been issued Ref: http://www.asqa.gov.au/complaints/making-a-complaint.html viewed 31/1/13


Brighten Institute Australia regards workplace health and safety as an integral part of the day-to-day operation. The safety of the public, our students, contractors and employees is the responsibility of all levels of management and is to be demonstrated at all times.

Brighten Institute Australia is totally committed to the principle that all workplace injuries can be prevented.

All Brighten Institute Australia students:
- are obligated to follow safety instructions given by their trainer;
- have the responsibility that all operations under their care or control are carried out in a safe and efficient manner;
- must not deliberately put the workplace health and safety of anyone at risk, or deliberately injure them, or deliberately misuse anything provided for workplace health and safety
- are required to comply with the standards under the NSW Workplace Health and Safety Act 2011; and
- are not expected to attempt anything likely to cause them harm.
Student Declaration

I ____________________________ declare

that I have thoroughly read, understood the conditions outlined within and agree to abide

by the policies and procedures listed in this Brighten Institute Australia Student Handbook.

Signature: ____________________________

Date: / / 

BIA Rep: ____________________________

Date: / / 

A copy of this signed and dated declaration will be maintained in students file