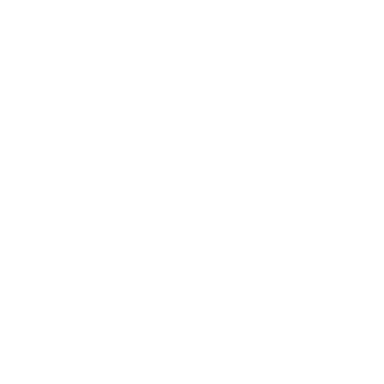
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collated policies

nsw white card rtcd course

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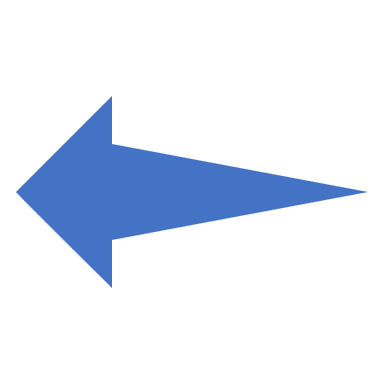
# Arrow: Straight with solid fillOverview

Brighten Institute Australia has been approved by the Workplace Health & Safety Regulator of NSW - SafeWork NSW – to deliver General Induction Training (GIT) for the construction industry (also known as General Construction Induction Training or GCIT) under the *Work Health and Safety Regulation 2017* (WHS Regulation) in NSW. The approved formats of GCIT training are: traditional (face-to-face) classroom delivery, and real-time connected delivery (RTCD), also referred to as” Virtual Classroom”.

This collection of all relevant policies applicable to the NSW White Card RTCD Course ensures learners are provided with all pertinent course information - particularly the eligibility criteria, Evidence of Identity (EOI) and Personal Protective Equipment (PPE) requirements as dictated by SafeWork NSW – prior to enrolment.

## Arrow: Straight with solid fillIncluded policies

All course-specific policies for the NSW White Card Virtual Classroom course are presented in this collation:

* Course Eligibility and Enrolment
* Training & Assessment
* Fees & Refunds
* Academic Misconduct
* Learner Needs & Support

## Structure

The collated policies document structure is designed to present relevant requirements and guidelines that correspond with each stage of a learner’s progress from pre-enrolment to completion. The three stages are:

* Pre-course
* Course
* Post-course

# Arrow: Straight with solid fillPre-course

## Arrow: Straight with solid fillEligibility

These are mandatory requirements prescribed by legislation / regulation.

All learners must

* be at least **14 years of age**
* be **physically located in NSW** at the time of training.
* provide a **USI number.** If you don’t have a USI, it only takes a few minutes to obtain one online at [usi.gov.au](https://portal.usi.gov.au/student/TermsAndConditions?ReturnUrl=%252fstudent%252fUsi%252fForgotten%252fSuccess).
* be connected to the virtual class platform at least 10 minutes prior to scheduled class start time

## Arrow: Straight with solid fillCourse requirements

Technology I Devices I Equipment

Learners will need access to **2 devices,** one for attending the virtual class, and the other for completing coursework in Brighten’s LMS.

1. **A computer, smart phone or tablet device,** used to attend the virtual classroom, with

* a stable internet connection with sufficient data speeds for audio and video streaming
* working webcam and microphone
* a working email application (for pre-course information and LMS account creation)
* a recent version of a popular web browser app (i.e. Chrome, Safari, Firefox etc.)
* audio and video streaming / videoconferencing capability

1. **A second computer** (**NOT a smartphone or tablet)** used for completing the coursework and assessments, with

* stable internet connection
* a working keyboard (touchscreen typing is not suitable for assessment work).

Learners must set up and test their devices, webcam, and audio **before** the day of class.

During the Pre-Class Admin time, members of the Support team are available to assist Learners with tech issues and get them into the class. However, to avoid negative impact on other learners in the class, if an individual learner’s tech / equipment problem cannot be resolved before the scheduled class start time, the learner will be removed and required to rebook. No additional fees apply.

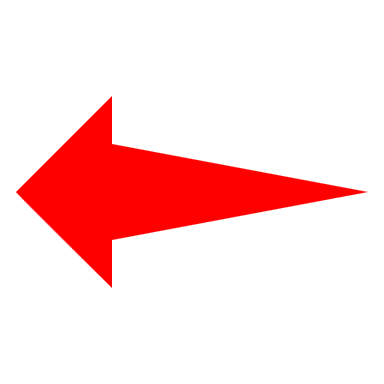
## Arrow: Straight with solid fillSafeWork NSW requirements

EOI & PPE

All learners must meet the requirements of the WHS regulator, SafeWork NSW, before being allowed to attempt the course. These requirements are provided in full and highlighted / emphasized in all course marketing materials, the White Card course information page on the BIA website, and provided again in three separate course information / reminder emails that a learner receives when they enroll in the course (the first immediately after purchase of the course, another upon completing enrollment process, and once again 24 hours prior to the scheduled day of class).

The information can be summarized as follows.

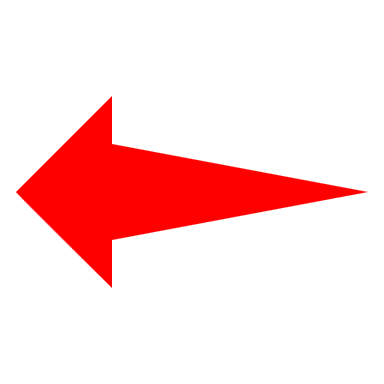
All learners must:

* be able to provide original Evidence of Identity (EOI) documents that
  + total 100 points or more (points system provided with all course information mailouts and on website)
  + between them show the learner’s full name, photo, signature, and current residential address
* have with them the required items of PPE, being
  + ****hard hat, eye protection, hearing protection, and retro-reflective high-vis top

Learners who cannot meet the SafeWork requirements will not be allowed to join the class.

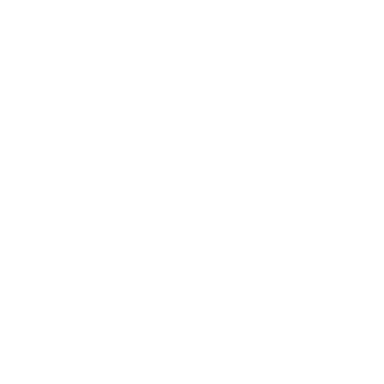
**No refunds will apply**.

Learners removed for not meeting SafeWork NSW requirements are limited to **one** free rescheduling of their course. Any subsequent need to reschedule will attract the standard charge of 50% of the original course fee (any vouchers, discounts or other promotional reduction of original fees will not be recognized for the purposes of the calculation of the rescheduling fee; the 50% will be calculated on the original, non-discounted course fee).

****Where a learner does not meet **both** SafeWork requirements and class requirements (i.e. did not bring PPE and did not join the virtual class prior to scheduled start time), they will not be permitted to join the class and will be removed without rescheduling.

**No refunds will apply.**

If wishing to complete the course, the learner must book and pay for a new enrolment in a future class. Normal course fees apply; the learner is ineligible for discounted fees or credits of any kind from the original class.

****

# Arrow: Straight with solid fillCourse

## Arrow: Straight with solid fillVirtual classroom

Once all learners have been allowed into the virtual classroom, the Trainer will commence the course introduction and outline the following information that applies to this mode of class delivery.

Attendance

Learners are informed that they are required to have their cameras on and their faces visible on screen for the duration of the class. BIA enforces a “Disconnection Limit” of 5%. This means that learners must be connected to the virtual classroom, visible and capable of interaction with the trainer and other learners for at least 95% of the class duration. The 5% (total of 18 min for a 6 hour course) is to allow for bathroom breaks taken in addition to scheduled breaks, accidental disconnections, tech issues, unstable internet connections, unexpected power loss, returning late from breaks, etc. Learners who are disconnected / not visible (live, streaming vision) on camera for longer than the limit will be removed and required to reschedule. No refunds will apply. No rescheduling fee will apply.

Authenticity

The trainer will also explain the processes for ensuring learners complete their assessment work themselves and do not receive unapproved assistance. One such measure is the use of “environment checks”.

This is where the trainer will instruct - at random - a learner to perform a scan of their immediate environment. The learner must (without unreasonable delay) switch on their microphone, promptly pick up the camera device and perform a 36o degree revolution so that the entire environment can be visually inspected by the trainer. The learner may be instructed to leave their microphone on if the trainer suspects verbal assistance is being provided.

Academic Misconduct

Where learners are found to be guilty of Academic Misconduct, they will be removed from the class and any completed assessment works rendered invalid. The learner may be allowed to book another class at the discretion of the RTO Manager, who will consider the nature of the misconduct before making a decision. **No refunds apply for any and all instances of Academic Misconduct.**

The following are the primary forms of Academic Misconduct

|  |  |
| --- | --- |
| Academic Misconduct | |
| Providing fraudulent / misleading or altered proof of identity documentation | Receiving unapproved assistance (human, AI, or other) during class and / or assessment tasks |
| Representing work / materials of others as own; failure to disclosure true authorship | Dishonesty in presentation of learner needs; receiving advantage through misrepresentation of learning needs |

Misconduct

This term refers to all other unacceptable behaviour not directly related to academic work or participation in class. Any learner who is found to be guilty of Misconduct will have the same disciplinary actions applied as for Academic Misconduct, with additional actions taken depending on the nature of the behaviour. The following list of behaviours that constitute Misconduct is not exhaustive.

* Sexual assault or acts of indecency (including self-exposure or use of sexually explicit language in the presence of other learners)
* Acts or language intended to cause harm or extreme discomfort in others
* Verbal abuse and intimidation, including use of threats and threatening language
* Physical abuse / intimidation / assault of any kind (applicable to face-to-face classes)
* Acts of discrimination, use of discriminatory language / slurs
* Any deliberate acts intended to negatively impact the equity of learning opportunity

# Arrow: Straight with solid fillPost-course

## Arrow: Straight with solid fillCertification & Completion

Upon successful completion of the White Card course, learners will receive a Statement of Attainment for the unit of competency via email within 90 minutes of the class ending, or – upon request – a hardcopy via mail, posted within 24 hours of the class ending.

NSW White Cards are only issued by SafeWork NSW.

BIA lodges all completed classes in the regulator portal immediately upon completion. All learners who successfully attained competency and whose details were lodged in the regulator portal will be eligible to be issued a SafeWork NSW Statement of Training (SOT) certificate. The SOT certificate is a hardcopy document and is provided by SafeWork NSW. It is intended to serve as interim proof of having a White Card, and is valid for 90 days (to allow time for the actual White Card itself to arrive in the post).

Learners will receive an email containing their SOT number and confirmation of their successful attainment of competency within 1.5 hours of the end of class. This is to give the learner proof of having a White Card for employment purposes, until the hardcopy SOT arrives in the post.

All documentation sent via mail (including the White Card itself) is posted to the address provided by the learner at enrolment. This fact is clearly communicated on the course information page of the website, in reminder emails, and on the enrolment form itself.

Any issues relating to White Cards not arriving in the mail must be directed to SafeWork NSW; BIA has no involvement with processing, production, or mailout of White Cards.

## **Arrow: Straight with solid fillComplaints & Feedback**

All learners are provided with information regarding the availability of channels and processes for the making of complaints in the pre-course materials, at enrolment, and upon completion of the course.

In addition to completing the ACER Learner Questionnaire as per regulatory requirements, all learners are asked to provide feedback via an internally produced form as part of BIA’s Continuous Improvement Framework. The form enables learners to provide honest feedback with the security of assured anonymity.

