



Brite | Student Handbook



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# Welcome to Brite Institute

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

We pride ourselves on the quality in all that we do, and our aim is to continuously improve on the level of service we offer in all areas of our training and assessment. We care about our students, and we aim to play our role in taking them to where they want to be.

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

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

## About us

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

## Our contact details

Brite Institute

1 Belfast Street, Broadmeadows VIC 3047

T: 03 9301 7300

E: [briteinstitute@brite.org.au](mailto:briteinstitute@brite.org.au)

W: [www.brite.org.au](http://www.brite.org.au)

Open hours: 8.00am – 4.00pm (Mon to Fri)

Training Organisation Identification number (TOID): 3834

## Training at Brite Institute

### Our nationally recognised training

We deliver nationally accredited training in:

- Home and community care
- Leisure and health
- Work education/transition education
- Language, literacy, and numeracy
- Aged care
- Disability.

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



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

## How we deliver training

### Face to face training

Training normally takes place between 8.00am and 5.00pm Monday to Friday. Sometimes classes might be scheduled outside these hours, including in the evening and on weekends.

Our training takes place in the classroom (face2face) or virtual classroom (ZOOM), in the workplace or a combination. During your face2face training you'll be given every opportunity to ask questions, request one-on-one mentoring by a qualified Trainer/Assessor- this may be either over the phone, in the workplace, over the internet, by email or a combination of any of these depending on your mode of study.

Most of our courses include a work placement or work experience as appropriate or as required by the Training Package, which means you can practise your skills and be assessed in a real work situation. Before you start your course, our staff will talk with you about what you'd like to achieve and work with you to develop an assessment and training plan.

### Trainer and assessor qualifications

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

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

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

### Flexible online study

Flexible online study is a method of learning where students are given the opportunity to undertake a nationally recognised qualification, that you can tailor your study to suit your lifestyle. This option is fully online, with all course material/assessments easily accessible via our cloud-based Learner Management System (LMS). Although this learning is flexible, every qualification has a set time frame to be completed within 12 months of commencement.

## How you will be assessed

Assessments are marked and outcomes are recorded to monitor progression. Your Trainer/Assessor provides feedback to improve knowledge and skills to build competence

The outcome of each assessment task is deemed either Satisfactory (S) or Not yet Satisfactory (NYS). To achieve a satisfactory result in your assessment you need to successfully complete all assessment tasks.

Marked assessments are returned to you and your Trainer/Assessor will offer suggestions on how to better express yourself as you re-attempt tasks which you were not able to successfully complete in the first instance.

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

- **Written Q&A activity or a practical skills activity:** you complete this in the assessment tool we provide for each of your units of competency
- **Presentation:** observed by your trainer/assessor using specific guidelines
- **Project:** you conduct your own research and develop evidence that meets the requirement of the task
- **Group based assessment:** you work with other learners to complete tasks and gather evidence (each learner submits their own evidence)
- **Workplace based assessment and observation:** to be completed during normal workplace activities in a real working environment
- **Recognition of prior learning (RPL).**

Our trainers/assessors have industry experience and teaching qualifications. They will explain the assessment process and also make sure that you understand what's happening and what's required during your assessment.

### Assessment decisions and outcomes

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

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

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

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

### If you are deemed 'Not Yet Competent'

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

### Certificates and statements of attainment

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

## Unique Student Identifier (USI)

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

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. When applying for a job or enrolling in further study, you'll often need to provide your training records and results. One of the benefits of the USI is that you'll have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

You'll need a USI if you are:

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

### How to get a USI

It's easy for you to create your own USI online.

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

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

- Australian passport
- Non-Australian passport (with Australian visa)
- Australian birth certificate
- Australian drivers' licence
- Medicare card
- Certificate of Registration by Descent
- Citizenship certificate
- ImmiCard.

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

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

**Step 3** - Visit the USI website: [usi.gov.au](http://usi.gov.au).

**Step 4** - Select 'Student entry' and then select 'Create a USI', and follow the steps.

**Step 5** - Agree to the terms and conditions.

**Step 6** - Follow the instructions to create a USI – it should only take a few minutes and when you finish, your USI will be displayed on the screen. It will also be sent to your preferred method of contact.

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

For more information:

- visit [usi.gov.au](http://usi.gov.au)
- E: [usi@education.gov.au](mailto:usi@education.gov.au)
- T: 1300 857 536

## Student surveys

### The Victorian student satisfaction survey

The Victorian student satisfaction survey collects information from all Victorian students who completed or left the training and TAFE system in the previous year. You might be contacted by the Victorian Department of Education and Training to undertake a survey. This survey is independent of Brite, but feedback will be reported back to us for continuous improvements.

### Other surveys

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

The survey asks questions such as:

- How and why, you chose the training
- Your satisfaction with the training
- Your employment situation after the training
- What further training, if any, you are currently enrolled in
- If you didn't complete the training, why this was the case.

## Enrolling at Brite Institute

### Before you enrol

Regardless of where you will be training, all students will undergo a formal indicative assessment of their suitability to enrol in their chosen course, which we refer to as the Pre-training Assessment.

- Pre-training Review (conducted via phone)
- Language, Literacy and Numeracy Assessment (online)
- Registration Application (online)

The assessment assists Brite Institute to ascertain whether you will require additional support to undertake the course.

- Where the Pre-training assessment identifies gaps in your skills that can be met by the Trainer/Assessor, you will be provided with additional support to enable you to complete the course.
- Consideration will be given to credit transfer options where applicable.

## Recognition of prior learning

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

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

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

## Credit transfer

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

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

Assessors will assess your credit transfer by analysing the unit of competency requirements on the national register for training ([training.gov.au](http://training.gov.au)). Only units of competency that have a usage recommendation current, or superseded and equivalent, will be accepted for credit transfer.

If you are seeking credit transfer, you'll be required to submit an assessment cover sheet, accompanied by a duly certified academic record of completed unit(s) from an RTO or authenticated VET transcript issued by the USI Registrar. All duly certified academic records of completed unit(s) from another RTO will be verified in writing; then we'll contact the issuing RTO directly for verification.

If you're deemed eligible for credit transfer, you may be able to reduce the amount of time taken to complete your qualification. Our student engagement coordinator will be able to finalise this for you.

## Training packages

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

## Qualifications

Qualifications are made up of individual units of competency, which comprise a number of core units (compulsory) and elective units. Employers may also be involved in unit selection and in deciding what outcomes they want for their organisation.

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

### Certificate I

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

### Certificate II

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

### Certificate III

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

### Certificate IV

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

## Student Practical Work Placement

The term work placement is used to describe any type of placement or experience in the workplace that formally contributes to the assessment process. when undertaking a Certificate III or Certificate IV qualification.

Where there is a written practical placement agreement between a VRQA-regulated RTO and host employer under ETRA (this agreement), a post- secondary student injured while undertaking a practical placement may be eligible to make a claim under the workers' compensation insurance policy held by the Department.

### How to make an insurance claim

Enquiries relating to practical placement insurance eligibility matters should be directed to the Department's Workers' Compensation Advisory on ph. 03 9637 2441. If a post-secondary student is injured while undertaking a practical placement and wishes to make a claim for compensation, the process should occur:

- The post-secondary student should complete and sign a Worker's Injury Claim Form, with the assistance of the employer and/or RTO, if necessary.
- The RTO should complete and sign the employer section of the Worker's Injury Claim Form and an Employer Injury Claim Report Form (both forms), in consultation with the employer if necessary.
- The RTO should clearly mark on both forms 'VRQA practical placement claim' as appropriate. The employer scheme registration number of 1624618 and the employer's reference number of 9573347 should be entered on both forms.

- The RTO should scan and email the Employer Injury Claim Report and Worker Injury Claim forms, any certificates of capacity, completed incident notification form, medical accounts and a certified copy of the practical placement agreement to Gallagher Bassett at: [educlaims@gbtpa.com.au](mailto:educlaims@gbtpa.com.au)

All original documents to be forwarded to:  
Gallagher Bassett  
2/333 Collins Street  
Melbourne 3001

All ongoing documentation (post submission of a new claim) relating to the claim should be emailed to Gallagher Bassett at: [educlaimscorporate@gbtpa.com.au](mailto:educlaimscorporate@gbtpa.com.au)

Enquiries about these Guidelines, can be directed to the TAFE Course Line on 131 823, or emailed to [tafe.courseline@edumail.vic.gov.au](mailto:tafe.courseline@edumail.vic.gov.au).

Enquiries related to workers' compensation insurance claims for post-secondary students on practical placements arranged by VRQA-regulated and ASQA-regulated RTOs should be directed to the:

Workers' Compensation Advisory Service  
ph: 03 9637 2441  
email: [workers.compensation.corporate@edumail.vic.gov.au](mailto:workers.compensation.corporate@edumail.vic.gov.au)

## Short courses

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

These courses fall into three categories:

- **Employment skills:** training in basic skills to support work or further learning, such as communications, teamwork, problem solving and job search skills
- **Vocational programs:** vocational education that gives people the skills they need for specific occupations to start work, return to work or change jobs
- **Adult literacy and numeracy:** training in literacy and numeracy skills including teaching English language to people from culturally and linguistically diverse backgrounds, for example English as an additional language.

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

## Traineeships

Traineeships are available across a broad range of industries. They combine structured training and employment, and lead to nationally recognised qualifications. This training is delivered with Victorian Government funding. To undertake a traineeship, you must meet eligibility requirements.

## Fees, charges, and refunds

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

### Government subsidised vs fee-for-service places

- **Government subsidised training** places attract a subsidy that pays your training fees. You must meet set criteria to be eligible for a government subsidy and provide acceptable evidence to support this.
- **Fee-for-service training** applies to students who don't meet the eligibility requirements of any government subsidy or fee concession; or undertaking First Aid training

### Fees that apply to government subsidised courses

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

### Eligibility for a government subsidised training place

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

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

And be any of the following:

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

And:

- You haven't begun and/or enrolled in two or more other government-subsidised courses in this year (ie you can't start more than two government-subsidised courses in a calendar year)
- You are not already doing two or more other government-subsidised courses (this means that you can't do more than two government-subsidised courses at one time)
- You haven't started two or more subsidised courses at the same level in your lifetime (you won't be eligible, or you'll have to consider doing a higher-level certificate).

## Information about fees

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

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

## Eligibility for fee concession

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

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

## Fees for Indigenous students

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

## Training costs for job seekers

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

## Fee waivers/exemptions

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

## Fee payment options

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

## Difficulty paying fees

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

## Other charges

Your original certificate or Statement of Attainment is provided once you complete a qualification (or part qualification), and/or when all tuition fees have been paid. Requests for reprints of certificates or Statements of Attainment will be not charged for a scanned and emailed copy, or \$100.00 for a hard copy full colour reprint on parchment paper (shipping fees inclusive).

## Refund policy

We'll refund fees paid in advance without penalty if a course is cancelled or if you don't commence the course. If you discontinue training within four weeks of enrolment, we'll refund your fee less an administration fee (charged as a percentage of the overall fees) and less the cost of any materials provided. If you withdraw from a training program more than four weeks after enrolment, your fees won't be refunded. Requests for refunds will be processed within 28 days of receiving the written request. Refunds will not be issued in cash.

Fees will not be refunded until:

- a written request for refund has been submitted to Brite Institute's RTO operations manager
- there is official notification from the third party who paid the fees that you've withdrawn from the training program
- your withdrawal from the training program can be confirmed by us.

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

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

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

## Student support services

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

You'll have the opportunity to acquire and fully absorb the required knowledge and develop skills over time before your assessment. And you'll develop skills, knowledge, and attitude in a classroom workshop environment before you undertake assessment in a vocational education and training, workplace or simulated workplace context. We also provide you with structured workshops (face2) and study/tutorial sessions (flexible online study) to support your learning.

Other support services we provide include:

- Wheelchair and other disability access
- Laptops and tablets with internet.

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

## Access and Equity Policy

We are committed to providing equal opportunity, promoting inclusive practices and processes, and integrating the principles of access and equity in all our policies and procedures.

Access and equity relates to the approaches used to make sure training and assessment practices consider and respond to your individual needs, so that potential learning barriers are minimised.

Individual needs that could present barriers to access, participation and achievement of learning outcomes include:

- Age
- Gender
- Cultural or ethnic background
- Disability
- Sexuality
- Language, literacy, or numeracy skills
- Employment status
- Geographical location.

We ensure that the design and content of all our courses support equitable access and progression for all learners and don't disadvantage anyone. We'll talk with you before you enrol to see if you need additional educational and/or support services.

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

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

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

- Providing RPL
- Providing information on course and subject assessment to all our learners before enrolment
- Allowing you the right to appeal an assessment or recognition decision
- Giving you equal opportunity to demonstrate competence.

## Reasonable adjustment

Reasonable adjustments may be made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate your particular needs, particularly if you have a disability. An adjustment will be considered reasonable if it can accommodate your needs while considering factors such as your individual views, the potential effect of the adjustment on you and others, and the costs and benefits of making the adjustment.

Before making any adjustments, your assessor will ensure that:

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

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

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

Special consideration may be granted if, through misfortune (e.g., illness, bereavement, or personal trauma), you can't complete an assessment or you believe that your performance in an assessment has been affected by the incident.

## Legislation and regulatory framework

### Legislation

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

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

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

## Regulatory framework

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

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

## Privacy Policy

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

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

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

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

## Complaints and appeals procedures

Brite Institute is committed to developing and maintaining an effective, timely, fair, and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge.

Brite Institute aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- Ensure that complaints are handled in a way that is client focused and leads to timely resolution
- Prevent events that cause complaints and appeals from reoccurring
- Ensure that any complaints and appeals are resolved promptly, objectively, with sensitivity and in complete confidentiality
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against or victimised
- Resolve the case to a satisfactory conclusion for all parties as quickly as possible; and
- Treat all issues as confidential and with complete discretion.

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

Refer to Brite Institute Complaints Policy and Procedure for more detail.

## External support and contacts

### Refunds, fees, and charges

Consumer Affairs

VictoriaT: 1300 55 81 81

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

### Apprenticeships and traineeships Australian

Apprenticeships

[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

### Employee issues (staff entitlements and other workplace issues)

Fair Work Ombudsman

T: 13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)

### Occupational health and safety

WorkSafe Victoria Advisory Service

T: 1800 136 089 (toll free)

[www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

**Discrimination and racial or religious vilification** Victorian  
Equal Opportunity and Human Rights Commission T: 1300  
292 153  
E: [complaint@veohrc.vic.gov.au](mailto:complaint@veohrc.vic.gov.au)  
[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

## Student responsibilities

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

You are expected to:

- Arrive on time for all training sessions
- Arrive prepared for all training
- Participate appropriately in all training sessions
- Work within timelines or make other arrangements with your trainer
- Discuss any issues or concerns you have with one of our staff members
- Treat our staff and other students with politeness and respect
- Respect the rights of other students to work and train in a safe and harmonious learning environment.

## Student Code of Conduct

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

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

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

## Laptops and internet

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

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

You must not send, upload, download, use, retrieve or access any email or material through Brite laptops and the internet access provided through those laptops that:

- Is obscene, offensive, or inappropriate. This includes text, images, sound, or any other material, sent either in an email or in an attachment to an email, or through a link to a site (URL), e.g., material of a sexual nature, indecent or pornographic material

- Causes (or could cause) insult, offence, intimidation, or humiliation
- May be defamatory or could adversely impact the image or reputation of Brite institute
- Is illegal, unlawful, or inappropriate
- Affects the performance of, or causes damage to Brite institute’s computer system
- Gives the impression of representing, giving opinions or making unauthorised statements on behalf of Brite institute.

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

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

### Dress code

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

If you’re a community services student:

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

### Mobile phones and contacting students

Mobile phones must be turned off during your training sessions, unless for the purpose of accessing the LMS. You can check your mobile phone for messages during breaks.

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

### More information

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



**Brite Institute**

**Student Support**

Address: 1 Belfast Street, Broadmeadows VIC 3047

Phone: 03 9301 7300

[studentsupport@brite.org.au](mailto:studentsupport@brite.org.au)

[www.brite.org.au](http://www.brite.org.au)

