



International Student Handbook

BRIGHTON COLLEGE PTY LTD

RTO: 45023 | CRICOS: 03635G

Brisbane Campus – Head Office

Level 23 & 24, 343 Albert St, Brisbane, QLD 4000

info@brighton.edu.au | 07 3123 4911

Melbourne Campus

Level 1 & 2, 255 William St, Melbourne, VIC 3000

info@brighton.edu.au | 03 9998 7411

Hobart Campus

Level 2, 73-81 Murray Street, Hobart, TAS 7000

info@brighton.edu.au | 03 6169 9552

Sydney Campus

Level 8, 532-540 George Street, Sydney, NSW 2000

info@brighton.edu.au | 1800 462 744



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WELCOME

Thank you for choosing Brighton College Australia to assist you to achieve your learning goals.

Whether you are seeking to update or upgrade skills or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

Brighton College is committed to providing high-quality professional adult education in a relaxed, informal and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace by developing high quality, industry-ready graduates and workforce professionals.

This International Student Handbook is intended to help all current and prospective students with all the required information and resources for your academic and personal wellbeing during your time as a student with us. It contains general information about your course, the academic and personal support services available at the campus, your rights, and obligations as a student, and provides links to more detailed information in specific areas.

As a student, it is your responsibility that you read and understand all policies and procedures and to stay up to date with any changes that may affect your studies. So, you should check your student email account, your Student Portal, and the website regularly.

We hope you enjoy a supportive learning environment and cultural experience during your study with our college and wish you every success in your future endeavours!

Suman Adhikari

Principal Executive Officer

Brighton College Pty Ltd

INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about our training program/s, policies and procedures, processes, roles and responsibilities guiding you through your learning experience with Brighton College.

Brighton College Pty Ltd is responsible under its registration with the Australian Skills Quality Authority (ASQA) for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

The college aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our approach to providing you a safe, fair and supported environment to participate in training and assessment.

Brighton College Pty Ltd has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about Brighton College Pty Ltd at the following website:

<https://brighton.edu.au/>

This handbook does not provide you with specific information about a particular course offered by Brighton College Pty Ltd. This information is contained in the Course Brochure and Course Flyer which is supplied separately.

Our Mission

At Brighton College Pty Ltd, our mission is to deliver quality education that will equip our students with required knowledge and skill set to embark into the current workforce.

Our Objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Student Focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our obligations as an RTO

As an RTO, Brighton College is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

STUDYING THROUGH BRIGHTON COLLEGE

Studying with Brighton College offers you a great education and training experience to prepare you for further studies or a successful career. Our well-located campuses provide a complete learning environment.



OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

CONTACT INFORMATION AND EMERGENCY CONTACTS

Brighton College Main Contact Details

| Contact Name | Email | Address/Telephone |
|--|--|--|
| Brisbane | | |
| Suman Adhikari Chief Executive Officer /Principal Executive Officer | ceo@brighton.edu.au suman@brighton.edu.au | Address: Level 23 & 24, 343 Albert St, Brisbane, QLD 4000 Office hours: 9:00AM to 5:00PM Contact number: 07 3123 4911 After hours contact number: 0450 334 988 |
| Arjun Pandey Student Support Officer | studentsupport-BNE@brighton.edu.au | Address: Level 23 & 24, 343 Albert St, Brisbane, QLD 4000 Office hours: 9:00AM to 5:00PM Contact number: 07 3123 4911 |
| General Enquiries Head Office | info@brighton.edu.au | Address: Level 23 & 24, 343 Albert St, Brisbane, QLD 4000 Office hours: 9:00AM to 5:00PM Contact number: 07 3123 4911 |
| Melbourne | | |

| | | |
|--|--|--|
| Amar Raj Acharya Campus Manager | amar@brighton.edu.au | Address: Level 1 & 2, 255 William St, Melbourne, VIC 3000. Office hours: 9:00AM to 5:00PM Contact number: 03 9998 7411 After hours contact: 0451 598 417 |
| Sita Kandel Acharya Student Support Officer | Studentsupport-MEL@brighton.edu.au | Address: Level 1 & 2, 255 William St, Melbourne, VIC 3000. Office hours: 9:00AM to 5:00PM Contact number: 03 9998 7411 |
| Sydney | | |
| Vivian Phi Student Support Officer | vivian.phi@brighton.edu.au | Address: Level 8, 532-540 George Street, Sydney, NSW 2000. Office hours: 9:00AM to 5:00PM Contact number: 1800 462 744 & 02 8313 0677 After hours contact number: 0450 053 988 |
| Hobart | | |
| Abhiyan Ghimire Administration and Student Support Officer | abhi.ghim@brighton.edu.au | Address: Level 2, 73-81 Murray Street, Hobart, TAS 7000. Office hours: 9:00AM to 5:00PM Contact number: 1800 462 744. After hours contact number: 0452 132 788 |

Emergency Telephone Numbers:

Emergency - Police, Fire, Ambulance - Dial 000

(Do not dial this number if the situation is not an emergency).

Non-Emergency Contact – Queensland/Victoria/New South Wales/Tasmania- Police Link Dial 131444 (e.g., property damage or theft).

National Telephone Interpreter Service (TIS) - Dial 1300 575 847 (Free Interpreting Service)

<https://tisnational.gov.au/>.

Department of Home Affairs (DHA) - Dial 131 881

Visa and Citizenship office – Brisbane

299 Adelaide Street, Brisbane Qld 4000.

Visa and Citizenship office – Melbourne

2 Lonsdale Street, Melbourne Vic. 3000.

Visa and Citizenship office –Parramatta

101 George Street, Parramatta NSW 2150

Visa and Citizenship office – Hobart

Ground Floor, 188 Collins Street, Hobart Tas. 7000.

Website: <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/list>

Local Medical Centres:

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Brighton College Pty Ltd.

info@brighton.edu.au | 07 3123 4911

RTO: 45023 | CRICOS: 03635G

Brisbane

Myhealth Brisbane Showgrounds – Bowen Hills:

Dial (07) 3180 4768

9/30 King Street, (Entrance via Machinery Street)

Bowen Hills, QLD 4006.

<https://myhealth.net.au/brisbane-showgrounds/> .

Myhealth Fortitude Valley:

Dial (07) 3852 2030

Shop 31 Valley Metro, 230 Brunswick Street, Fortitude Valley, QLD 4006.

<https://myhealth.net.au/fortitude-valley/>

Doctors On Brunswick:

Dial (07) 3252 7614

Unit 16/421 Brunswick St, Fortitude Valley, QLD 4006.

<https://doctorsonbrunswick.com.au/contact-us/>

Melbourne

CITYMEDICAL:

Dial (03) 9098 7480

200 Queen St, Melbourne, VIC, 3000.

<http://www.citymedical.com.au/>

CBD Doctors Melbourne:

Dial (03) 9077 9912

10/53 Queen St, Melbourne, VIC 3000.

<https://www.cbdoctorsmelbourne.com.au/>

Collins GP

Dial (03) 9654 9135

2 Collins Street, G Floor, Spring St Entrance, Melbourne, VIC 3000.

<https://www.collinsgp.com.au/>

Sydney

Medical One - Sydney:

Dial (02) 9235 4444

31 Hunter St, Sydney NSW 2000

www.medicalone.com.au

MediCentral:

Dial (02) 8378 6666

Level 11/501 George St, Sydney NSW 2000

www.healthengine.com.au

George Street Medical Centre

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Dial (02) 9231 3211
Lower Ground, 333 George St, Sydney NSW 2000
www.ipn.com.au

Hobart

City Doctors & Travel Clinic:

Dial (03) 6231 3003
188 Collins St, Hobart TAS 7000
www.hotdoc.com.au

Treasury Medical:

Dial (02) 8378 6666
Ground Floor, 32 Davey St, Hobart TAS 7000
www.hotdoc.com.au

Argyle Street General Practice:

Dial (03) 6270 8420
34 Argyle St, Hobart TAS 7000
<https://argylestreetgeneralpractice.com.au/>

National Home Doctor after-hours service:

If you are not feeling well during the night, on a weekend or public holiday you are able to access the National Home Doctor after-hours service. If you hold OSHC with Allianz, Medibank Private or Bupa you will not be charged a fee for the doctor home visit.

Ph: 13 SICK (137425), <http://www.13sick.com/>

Transport:

Brisbane

TransLink – Bus, train, and ferry.

Dial 13 12 30 (24 hours a day) - <https://translink.com.au/>.

Interpreter services:

Non-English speaking callers:

Call 13 12 30 and request a three-way conversation with an interpreter.

Melbourne

PTV (Public Transport Victoria) - Bus, train, and tram.

Dial 1800 800 007 (Open from 6am to midnight daily (all night Friday and Saturday) -
<https://www.ptv.vic.gov.au/> .

Non-English Speaking Support:

<https://www.ptv.vic.gov.au/footer/customer-service/information-in-other-languages/>

Sydney

Transport NSW - (metro, train, bus, ferry, light rail and coach)

Dial 131500

Phone Translating and Interpreting service:

Dial 131 450

Hobart

Many students use public transport to commute around Hobart. Buses are the main form of transport throughout Hobart. Check the fares and bus timetables carefully:

https://www.transport.tas.gov.au/public_transport/bus_timetables

Dial 1300 13 55 13.

Phone Translating and Interpreting service:

Dial 131 450. Tell the interpreter your name and that you're calling Service Tasmania.

Concession Rate

Because you are a student, you are entitled to a 50% discounted fare, so make sure you take advantage! A single trip will cost you just \$1.92 using your GreenCard, with free transfers between bus routes available for 90 minutes. If you require a lot of bus trips on any given day, there is a daily cap of \$5.80, which is very cheap for a day's worth of travelling around the city.

Public Facilities:

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo. Check this with your financial institution before leaving home.

Public Parks

Brisbane

<https://www.brisbane.qld.gov.au/things-to-do-brisbane/council-venues/parks>

Melbourne

<https://www.melbourne.vic.gov.au/community/parks-open-spaces/Pages/parks-open-spaces.aspx>

Sydney

<https://www.cityofsydney.nsw.gov.au/parks>

Hobart

<https://parks.tas.gov.au/>

Public Toilets

Brisbane

<https://toiletmap.gov.au/Find/Queensland/Brisbane>

Melbourne

<https://toiletmap.gov.au/Find/Victoria/Melbourne>

Sydney

<https://toiletmap.gov.au/13112>

Hobart

<https://toiletmap.gov.au/59499>

COURSES PROVIDED BY BRIGHTON COLLEGE

Brighton College offers the following courses:

| Course Code | Course name | CRICOS Course Code | Duration |
|----------------------------------|--|--------------------|----------|
| BUSINESS & MANAGEMENT | | | |
| BSB50120 | Diploma of Business | 104718H | 52 Weeks |
| BSB60120 | Advanced Diploma of Business | 105065K | 52 Weeks |
| BSB80120 | Graduate Diploma of Management (Learning) | 105059H | 52 Weeks |
| INFORMATION TECHNOLOGY | | | |
| ICT50220 | Diploma of Information Technology | 105308G | 65 Weeks |
| ICT60220 | Advanced Diploma of Information Technology | 105309F | 52 Weeks |
| HOSPITALITY MANAGEMENT | | | |
| SIT40521 | Certificate IV in Kitchen Management | 098034B | 78 Weeks |
| SIT50422 | Diploma of Hospitality Management | 098035A | 78 Weeks |
| COMMUNITY SERVICES | | | |
| CHC33015 | Certificate III in Individual Support | 102357M | 52 Weeks |
| CHC43015 | Certificate IV in Ageing Support | 102358K | 52 Weeks |
| CHC52015 | Diploma of Community Services | 102359J | 78 Weeks |
| ELICOS | | | |
| - | General English (Starter to Advanced) | 111959K | 78 Weeks |
| - | English for Academic Purposes | 111960F | 26 Weeks |

For more information, please visit our website <https://brighton.edu.au/courses/>.

COURSE LOCATIONS

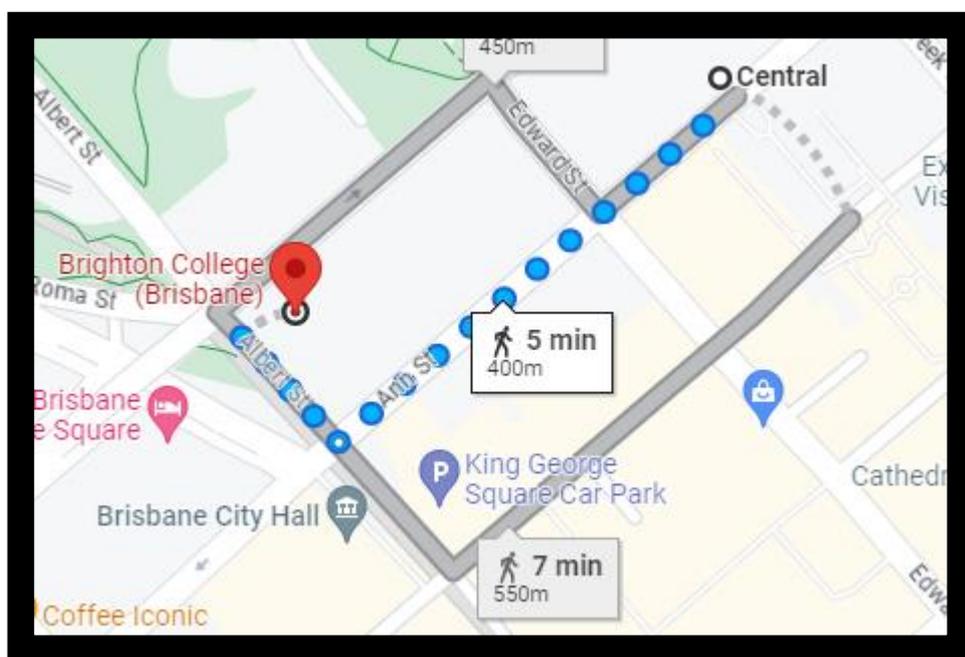
All face-to-face training and assessments take place at our following campus locations unless training is online. Online training is delivered via Microsoft TEAMS platform.

Brisbane (head office)

At our Fortitude Valley campus, which is around 3 kilometres northeast of Brisbane City and surrounded by shops, cafes, and public transport.

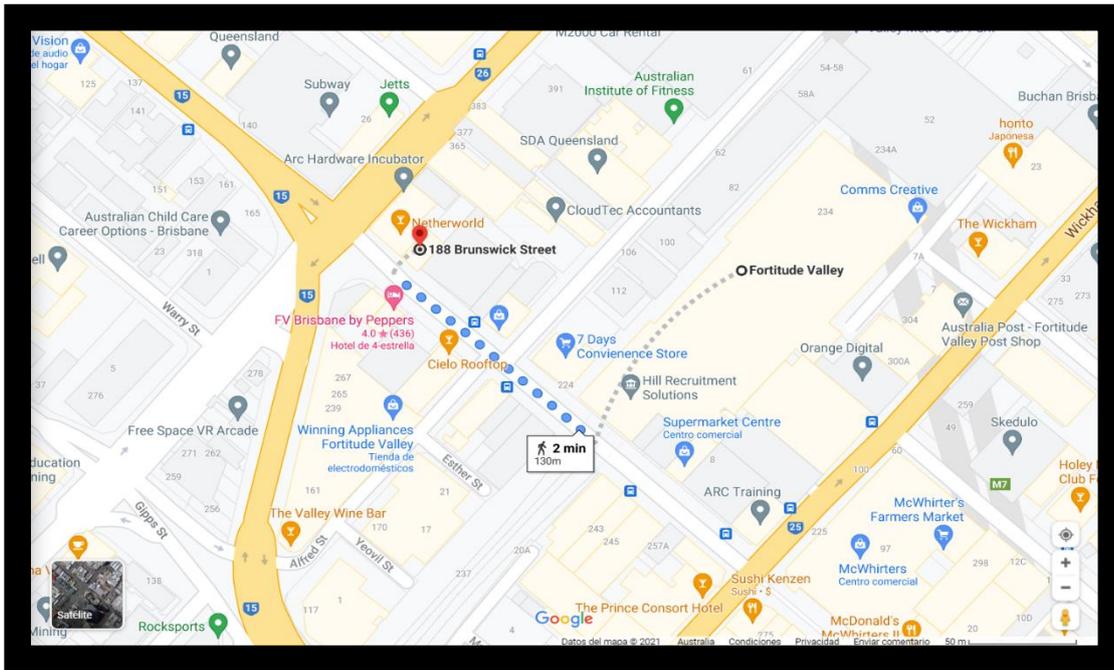
Students are encouraged to travel to the campus by public transport. Limited on-street and private parking is available around the campus, but it can be expensive. It is students' responsibility to park safely and legally.

How to get to Brighton College *Brisbane Campus*:



Level 23 & 24, 343 Albert St, Brisbane, QLD 4000

How to get to Brighton College *Brisbane Kitchen*:



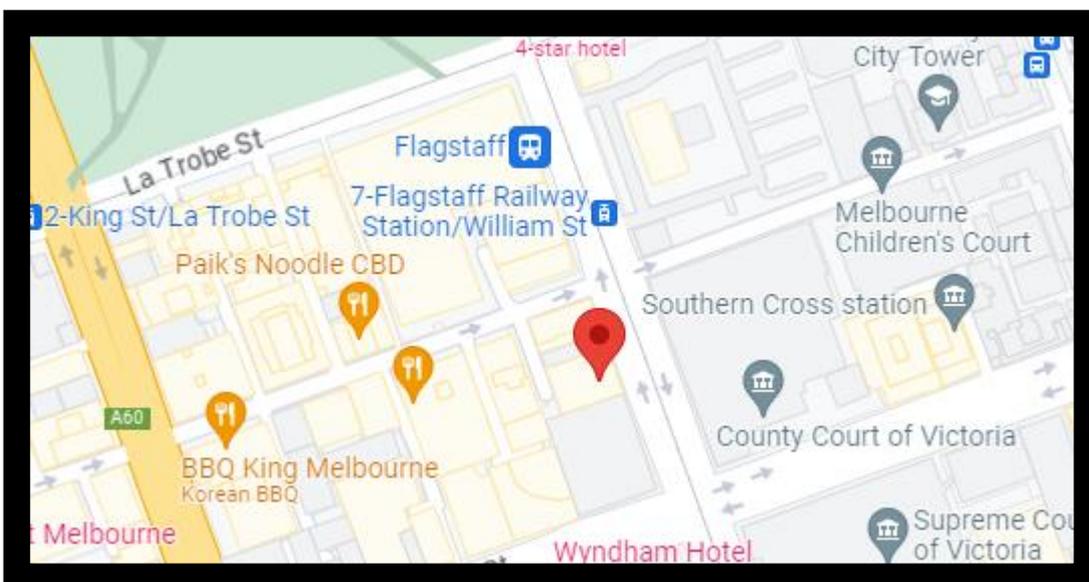
 1/88 Brunswick Street, Fortitude Valley QLD 4006.

Melbourne

At our Melbourne *William St* campus, which is surrounded by shops, cafes, and public transport.

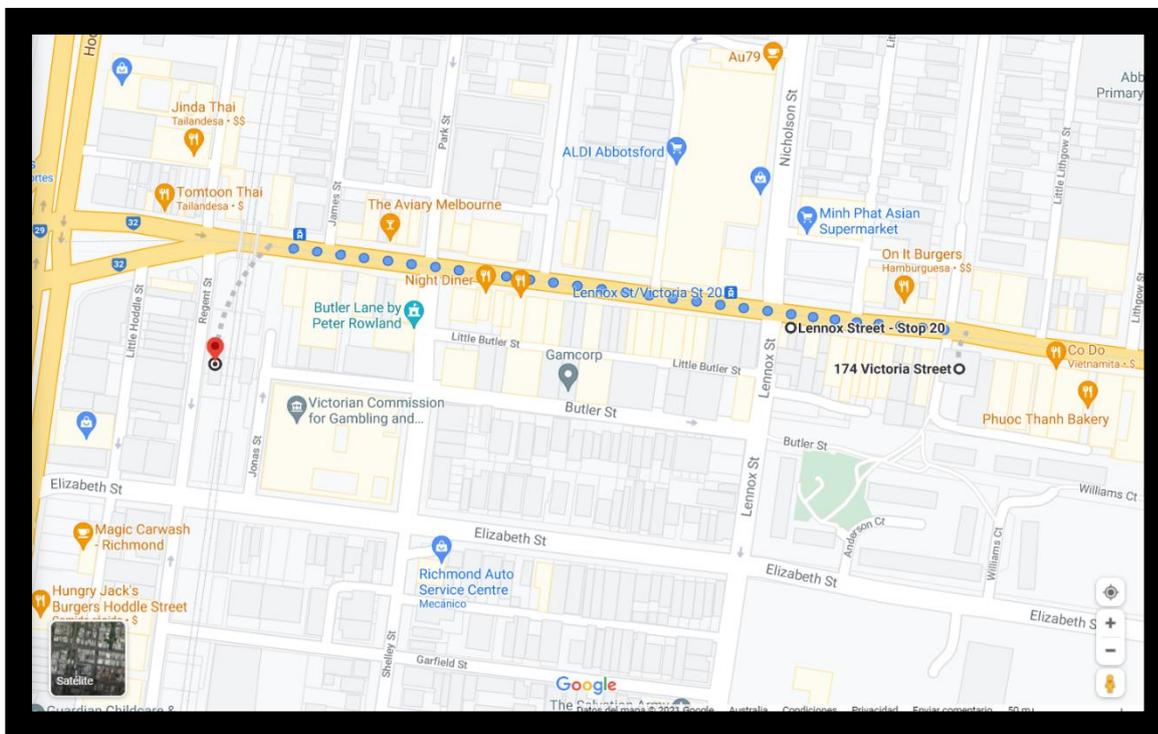
Students are encouraged to travel to the campus by public transport. Limited on-street and private parking is available around the campus, but it can be expensive. It is students' responsibility to park safely and legally.

How to get to Brighton College *Melbourne Campus*:



Level 1 & 2, 255 William St, Melbourne, VIC 3000

How get to Brighton College *Melbourne Kitchen*:



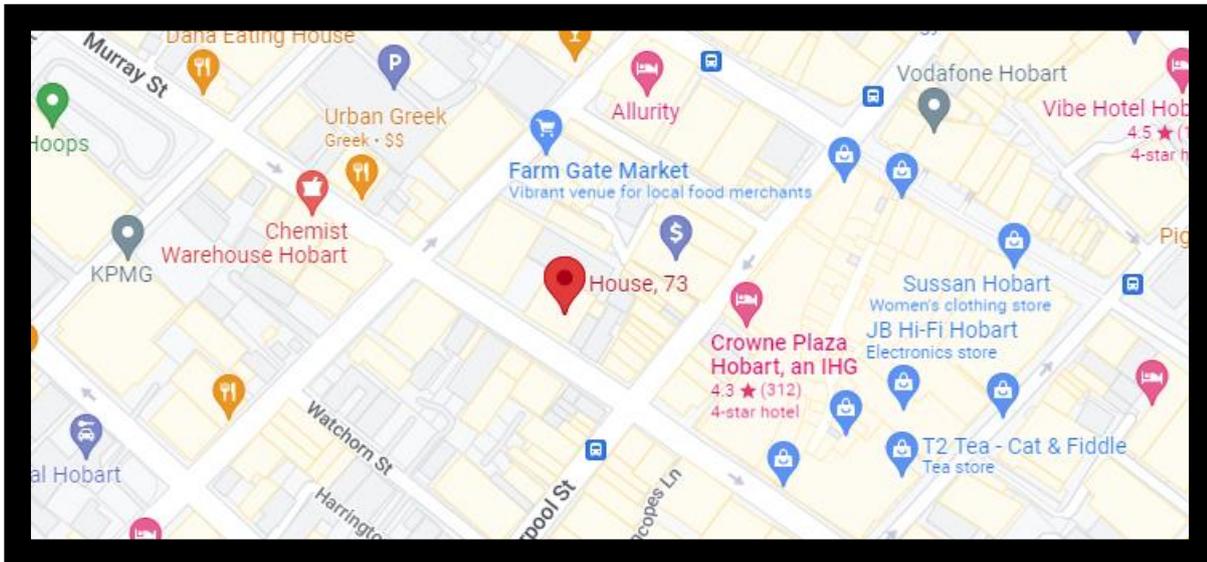
 174 Victoria Street, Richmond 3121.

Tasmania

At our Tasmania Camous is surrounded by shops, cafes, and public transport.

Students are encouraged to travel to the campus by public transport. Limited on-street and private parking is available around the campus, but it can be expensive. It is students' responsibility to park safely and legally.

How to get to Brighton College Tasmania Campus:



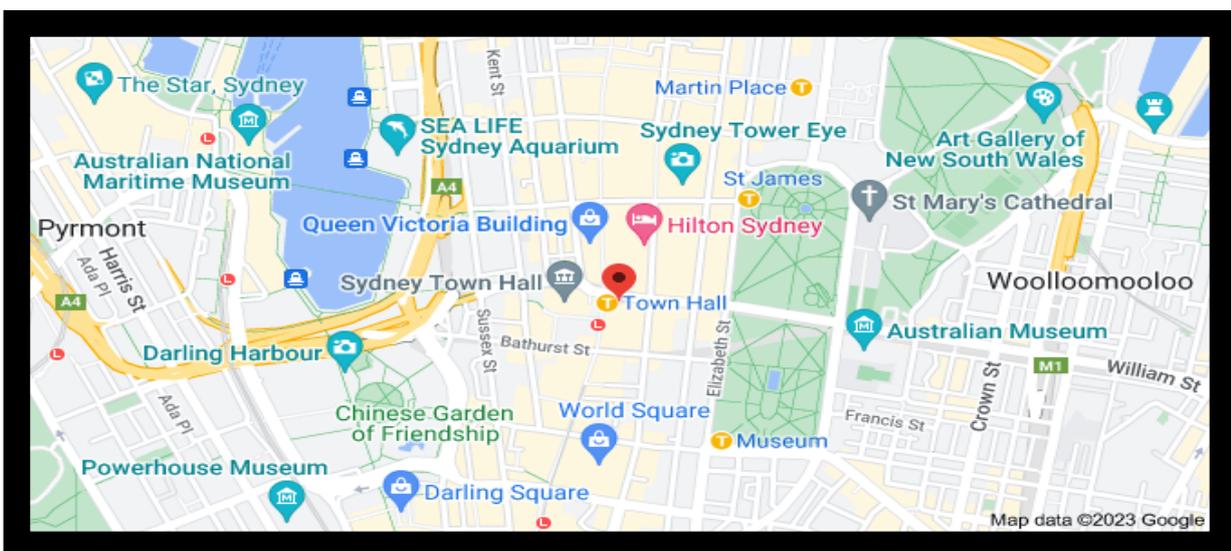
 Level 2, 73-81 Murray St, HOBART, TAS, 7000.

Sydney

At our Sydney Campus is surrounded by shops, cafes, and public transport. It is located in the Sydney Central Business District CBD, within 5 minutes walk from the Queen Victoria Building and 10 minutes walk from both Town Hall and Wynyard train stations. The iconic Sydney Opera House and Harbour Bridge are a 15 minute walk from the college.

Students are encouraged to travel to the campus by public transport. Limited on-street and private parking is available around the campus, but it can be expensive. It is students' responsibility to park safely and legally.

How to get to Brighton College Sydney Campus:



 Level 8, 540 George St, Sydney, NSW 2000.

SELECTION AND ENROLMENT

Brighton College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form, which is available through the website, or from reception, or through your agent.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence such as verified copies of qualifications, identification including your passport, schooling, and evidence of English Language levels (within the last 2 years) such as IELTS or other English language test results. English language competence can also be demonstrated through documented evidence of any of the following:

- The student was educated for 5 years in an English-speaking country.
- The student has completed at least 6 months of an AQF level 4 or higher in an Australian RTO.
- The student has successfully completed Brighton College English Placement Test.
- The student has successfully completed a foundation course in Australia.
- The student has successfully completed their High School in the English Language.

If you are applying for credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for credit. See the section on credits in this Handbook.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to enrolment@brighton.edu.au You will be contacted to let you know the status of your enrolment and to confirm your details.

If we require any further details from you, you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

EDUCATION AGENTS

Brighton College uses education agents to assist us in recruiting students. We have agreements with all our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site at:

<http://brighton.edu.au/agents>

OUR TRAINERS

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

At Brighton College Pty Ltd we deliver a nationally accredited qualification via face-to-face, online training and in the workplace. When you study with Brighton College Pty Ltd, your Trainer Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

Brighton College Pty Ltd trainers are all professionally qualified trainers and have relevant industry experience. Our trainers deliver their training in a way that students will enjoy.

UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDIT TRANSFER

Credit transfer is a formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Brighton College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credits for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is AUD\$150 charge to apply for Credit transfer.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment. You can apply for Credits at any time however it is best you do this as part of your enrolment so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study (transcripts need to be downloaded from the USI portal). In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Transfer Application may be returned to you if you do not provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Transfer Application.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Brighton College will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Brighton College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually, the RPL process involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about applying for RPL, contact our head office.

APPLYING FOR STUDENT VISA

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Brighton College and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support, and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are released in PRISMS by the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Brisbane at least 2 weeks before your course orientation to give you time to settle in.

Brisbane International Airport is the nearest international airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Brighton College at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose

of any quarantine items or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the *Department of Agriculture and Water Resources* website at <http://www.agriculture.gov.au/biosecurity/australia> .

As a result of the current pandemic, you may be required to undertake a period of quarantine in a facility nominated by the Australian government. You will be advised of such requirements before your start your journey by the airlines.

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation.

Note: the following information may not be applicable if you are required to undertake a period of quarantine. In this case, the Australian government will take you from the airport to your quarantine location. At the end of the quarantine period, you can go to your accommodation by train, taxis, Uber, etc.

Brisbane

Train

The Airtrain is a quick and easy option for getting to and from the airport. Brisbane Airport is just 20 minutes by train from the city. Train services run every 15 minutes during peak times and every 30 minutes off-peak periods.

Airtrain also offers express services to the Gold Coast and connects into the Queensland Rail suburban network. To use this service, you can purchase tickets at the Airtrain desks in each of the Terminals, or at the Airtrain stations. Airtrain also offers great savings for booking online and in advance, for more information including ticket pricing and travel planners, visit the Airtrain website: <https://www.airtrain.com.au/>. GoCards are also another kind of travel ticket that is accepted on Airtrain services. For more information on GoCards, visit the TransLink website: <https://translink.com.au/tickets-and-fares/go-card/buy-and-top-up>.

At the **International Terminal**: take the traveller or lift to Level 3 of the Terminal building and follow the signs to the station.

From the **Domestic Terminal**: make your way out to the front of the building and take the Skywalk across to the station.

Source: <https://bne.com.au/passenger/to-and-from/transport-options>

Taxis

Taxis are available 24/7 from sheltered ranks right outside the Domestic and International Terminals. During peak times, Kerbside Officers are on hand to assist. At the International Terminal, you will find the cab rank at the northern end of the Terminal, through the doors and out to the left. Brisbane has two taxi companies:

- Black & White Cabs: 13 22 22
- Yellow Cabs: 13 19 24

Passengers can expect to pay \$45 - \$55 (one way for a trip from the airport to Brisbane City). Outside of peak periods, it is approximately a 20-minute drive from the airport to the city.

Please visit Brisbane Airport website: <https://bne.com.au/passenger/to-and-from/transport-options> for more information on other kinds of transports.

Source: <https://bne.com.au/passenger/to-and-from/transport-options>

Melbourne

Airport shuttle buses:

SkyBus is the main airport shuttle to and from Melbourne Airport and the city. SkyBus runs express bus services every 10 minutes between Melbourne Airport and Melbourne CBD, operating all day, every day at a flat rate of \$19.75 one-way /\$38 return for adults. Purchase online to save and Kids Travel FREE on family tickets. They have service desks conveniently located at each terminal and provide a free City Hotel Shuttle. Skybus also provide direct services to St Kilda, Southbank, Docklands, Frankston and Peninsula and Western suburbs of Melbourne.

Taxis

Taxis are available 24/7 from sheltered ranks right outside the Domestic and International Terminals. A taxi to the city should cost between A\$55 and \$65 (for up to four people), including the compulsory airport fee payable by departing taxis and CityLink tollway charges. This will all be included in the final fare. It is approximately a 20-40 minutes' drive from the airport to the city.

You can pre-book a taxi to pick you up from the airport. Your taxi will be ready to collect you in the outdoor section of the at Terminal T123 car park.

Please visit Melbourne Airport website: <https://www.melbourneairport.com.au/Passengers/To-from-the-airport/Taxis-chauffeur> for more information on other kinds of transports.

Source: <https://www.melbourneairport.com.au/Passengers/To-from-the-airport/Buses-shuttles>

Hobart

Airport shuttle bus service:

This operates from the airport to the CBD and surrounding regions. The current price from the airport to Hobart is around \$19.

See www.skybus.com.au/hobart-express/ Bus services: For information, timetables and route maps for metropolitan bus services once you have arrived in central Hobart, please refer to www.metrotas.com.au.

Taxis

The approximate cost of a taxi from the airport is \$40 to central Hobart and \$45 to Sandy Bay. Phone: 132 227 or 131 008 or www.taxicombined.com.au.

Sydney

Train

Airport Link is a fast and convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle line, which means most city destinations are within a short walk of stations. You shall require an Opal Card to travel via Sydney's train, bus and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station, Relay and WH Smith. Train Ticket fares and other details are available at <https://www.opal.com.au/>.

More details are available on: <https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-optionsinternational#train-transport-options-parking-and-transport>

Taxis

Taxis Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers. Taxi Rank locations, Taxi Fares and few Taxi companies are available on <https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#taxiandrideshare-transport%20options-international-parking-and-transport>

Source: <http://www.sydneyairport.com.au/go>

ShareRide options

A number of ShareRide operators exist in Australia: Uber, Didi, Ola, Shebah (women only).

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you have not you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Brisbane/Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

It is the best to book temporary or short-term accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary or short-term accommodation could be a hotel or hostel.

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option.

Temporary accommodation can be found through:

Brisbane

Brisbane City YHA Hostel: <https://www.yha.com.au/Hostels/QLD/Brisbane-Surrounds/Brisbane-Backpackers-Hostel/>

HostelWorld: <https://www.hostelworld.com/>

Base Backpackers Brisbane Uptown – Hostel: <https://www.stayatbase.com/hostels/base-backpackers-brisbane/>

Melbourne

Melbourne YHA Hostel: <https://www.yha.com.au/hostels/vic/melbourne-hostels/>

HostelWorld: <https://www.hostelworld.com/>

Base Backpackers Melbourne: <https://www.stayatbase.com/hostels/base-backpackers-melbourne/>

Hobart

Hobart is quite a bit smaller than other Australian cities, so there's not a whole lot of difference in the cost of living in the city versus the suburbs.

In central Hobart, you'll likely be spending \$238 per week for a room in a share house (usually living with professionals and other students), \$229 per week for a serviced apartment, or \$375 per week for a one-bedroom unit. Additionally, there are homestay options to live with local families that cost around \$320 per

week. In the suburbs around the city centre, a one-bedroom unit is slightly cheaper at an average of \$350 per week, while a room in a share house outside the city goes for around \$202 per week depending on the number of bedrooms available.

There are multiple accommodation options for students in Tasmania. Some of the options with their tentative rates are below:

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- On campus - \$90 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

You can also navigate through some websites to find suitable accommodation.

- www.ahn.com.au
- www.airbnb.com.au
- www.gumtree.com.au
- www.realestate.com.au

Sydney

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

<https://www.hostelworld.com/hostels/Sydney>

<https://www.yha.com.au/hostels/nsw/sydney-surrounds/sydney-central-backpackers-hostel/>

You can also stay with a family in their home. For more information, you may search online for the following organisations:

- Oz Homestay
- Aussie Families Homestay Care
- Homestay Network
- Meridian Homestay Services
- Global Experience
- Australian Homestay Network

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle into life here. Your friends or family can provide advice, support, and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

There is a range of long-term accommodation options for international students. For example:

Private rental

Private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules. Rent payment in this type of arrangement usually does not include any bills such as water, electricity, gas, and internet.

For a listing of available properties and real estate agents visit:

- **Realestate.com:** <https://www.realestate.com.au/rent/>
- **Domain:** <https://www.domain.com.au/?mode=rent>

Share Accommodation

A *share house* is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

There are many websites to find share accommodation options for international students. For example:

- **Domain:** <https://www.domain.com.au/home?mode=share>
- **Realestate.com:** <https://www.realestate.com.au/share>
- **Flatmates.com:** <https://flatmates.com.au/brisbane> - <https://flatmates.com.au/rooms/melbourne-3000>
- **Semester in Australia:** <http://semesterinaustralia.com/city/brisbane> - <https://semesterinaustralia.com/city/melbourne>

Managed student accommodation

Commercial purpose-built accommodation for students is a very popular option for international students due to their locations and focus on the student experience. Students will not have to worry about furniture, electricity, gas, or telephone, as these are already provided. Apartments are often located in blocks that include shared facilities, so you also have the benefits of living in a community. Some managed student accommodation complexes house over 500 students.

SCAPE- <https://www.scape.com/en-au/student-accommodation/melbourne> - <https://www.scape.com/en-au/student-accommodation/brisbane/south-bank>

Iglu-<https://iglu.com.au/properties/melbourne/melbourne-city/> - <https://iglu.com.au/properties/brisbane/brisbane-city/>

Unilodge-<https://www.unilodge.com.au/unilodge-melbourne> -

<https://www.unilodge.com.au/student-accommodation-brisbane>

Source: <https://www.studymelbourne.vic.gov.au/living-and-accommodation/how-to-find-accommodation>

Homestay

Homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

- **Australian Homestay Network:** <https://www.homestaynetwork.org/students/overview/>
- **Brisbane Homestay:** <https://www.brisbanehomestay.org/>
- **Homestay In:** <http://www.homestayin.com/Brisbane>

It is important to remember that as an International Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights.

Brisbane

Residential Tenancies Authority, The RTA is the Queensland Government statutory authority that administers the Residential Tenancies and Rooming Accommodation Act 2008 (the Act). Source: <https://www.rta.qld.gov.au/>, 1300 366 311 and <https://www.rta.qld.gov.au/Renting/Before-you-rent/Students>

Melbourne

Residential Tenancies Bond Authority, the RTBA is a statutory authority of the Government of Victoria, administered within the Department of Justice and Community Safety. Source: <https://rentalbonds.vic.gov.au/Home/Content/AboutUs>.

The Consumer Affairs Victoria website has information about [types of rental agreements](#).

For more *Brisbane/Melbourne* accommodation alternatives and information please visit:

<http://www.choosebrisbane.com.au/Study/News-and-Events/Articles/Student-accommodation-in-Brisbane>

And

<https://www.studymelbourne.vic.gov.au/living-and-accommodation/how-to-find-accommodation>

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want to fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect, and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts to call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

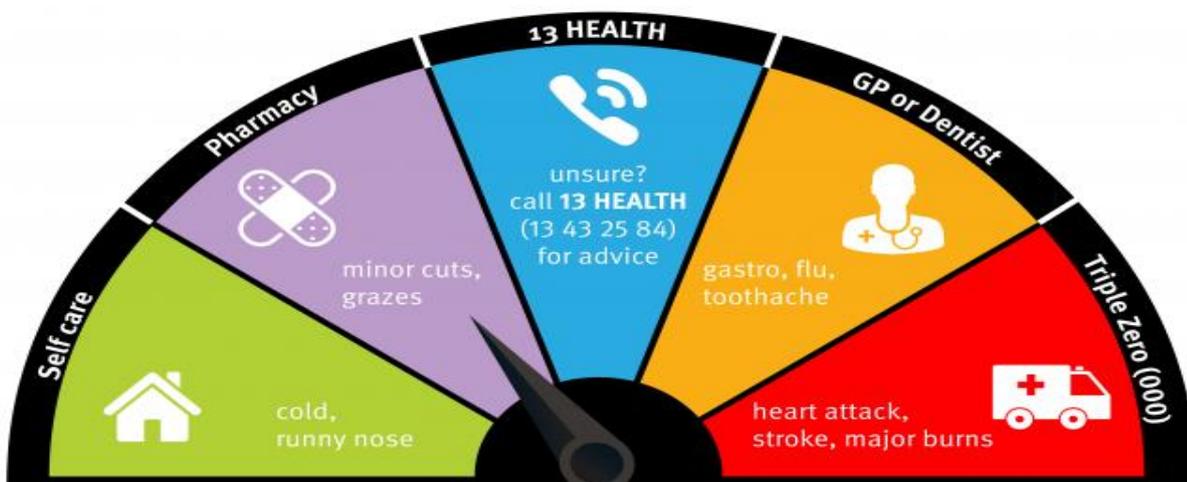
Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to the hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Deciding to go to the emergency department

Brisbane

Emergency departments are here to deal with emergencies, but for minor illness or injury, there is a range of other care options to consider:



Sometimes you may not be sure if your problem is an emergency. When in doubt, call 13 HEALTH (13 43 25 84). Qualified staff will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

Source: <https://metrosouth.health.qld.gov.au/emergency-department>

Melbourne

Sometimes you may not be sure if your problem is an emergency. When in doubt, call 130060602 4 NURSE-ON-CALL is a phone service that provides immediate, expert health advice from a registered nurse, 24 hours a day, seven days a week.

Source: <https://www.betterhealth.vic.gov.au/health/servicesandsupport/hospital-emergency-departments>

Sydney

The Healthdirect service is not meant to replace your doctor or the 000 emergency number and does not provide a diagnosis It's there to back you up if you are not sure what to do or can't decide whether your health problem is an emergency. Healthdirect is an additional source of health advice that is available on call:

Dial: 1800 022 222 (24 hour health advice line).

Source: <https://www.slhd.nsw.gov.au/pdfs/healthDirect.pdf>

Hobart

Healthdirect's free helpline is staffed by registered nurses who can provide advice when you're not sure what to do. If needed after hours, you will be offered a call-back from a Tasmanian GP. You can call Healthdirect on 1800 022 222 or access health information online.

Source: <https://www.healthdirect.gov.au/>

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC WorldCare www.oshcworldcare.com.au

- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you are studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

https://privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

Hospitals in Queensland

- Mater Hospital (07) 3163 8111.
- Prince Charles Hospital (07) 3350 8111.
- Princess Alexandra Hospital (07) 3176 2111.
- Royal Brisbane Hospital (07) 3646 8111.
- QE II Hospital (07) 3275 6111.
- Wesley Hospital (07) 3232 7000 / 3232 7333.
- Logan Hospital (07) 3299 8899.
- Gold Coast University Hospital 1300 744 284 <https://www.goldcoast.health.qld.gov.au/contact-us> .

Hospitals in Melbourne

- St Vincent's Hospital Melbourne (03) 9288 2211.
- The Royal Melbourne Hospital (03) 9342 7000.
- The Royal Women's Hospital (03) 8345 2000.
- Melbourne Health (03) 9342 8155.
- Royal Children's Hospital (03) 9345 5522.

Hospitals in Hobart

- Royal Hobart Hospital (03) 6166 8308
- Calvary St John's Hospital (03) 6223 7444
- Hobart Private Hospital (03) 6214 3000

Hospitals in Sydney

- Royal Prince Alfred Hospital (02) 9515 6111
- St George Hospital (02) 9113 1111
- Prince Of Wales Hospital (02) 9382 2222
- Sydney Hospital and Sydney Eye Hospital (02) 9382 7111

Poison Information Centre (National) - Telephone: 131126

Alcohol and Drug Information Service

Brisbane

Telephone: 1800 177 833 (free call) – Website: <https://www.health.qld.gov.au/public-health/topics/atod/services>

Melbourne

DirectLine is a state-wide telephone and online service which supports people seeking alcohol and other drugs information, advice, or referral. Telephone: 1800 888 236 - Website: <https://www.directline.org.au/> .

Hobart

Telephone: 1800 671 738 – Website: <https://www.health.tas.gov.au/health-topics/alcohol-and-drugs/alcohol-and-drug-services>

Sydney

Telephone: 1800 250 015 or for Sydney Metropolitan 02 8382 1000 – Website: <https://yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx>

Child Safety

Brisbane: Telephone: 1800 177 135 or (07) 3235 9999 - Website: <https://www.csyw.qld.gov.au/child-family> ;

Melbourne: Telephone: 13 12 78 - Website: <https://services.dhhs.vic.gov.au/child-protection-contacts>.

Hobart: Telephone: 1800 000 123 – Website: <https://www.service.tas.gov.au/services/justice-crime-and-the-law/family-violence/report-a-child-safety-or-wellbeing-concern>

Sydney: Telephone: 13 21 11 – Website: <https://www.facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk>

LIVING COSTS IN AUSTRALIA

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a student visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate enough funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not rely on such work to meet all their expenses.

As per <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>, from 23 October 2019, Student visa students and their family members must have access to the following funds to meet the 12 months living costs requirements:

- Student/Guardian – AUD21,041/year;
- Partner/Spouse – AUD7,362/year;
- Child – AUD3,152/year per child;

Education cost for school-aged children- AUD8,296-30,000/year.

The student must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

While Department of Home Affairs, requires student visa student to possess above-mentioned fund, cost of living in Brisbane varies per student visa student's lifestyle. A general guide to costs of living (accommodation, groceries, eating out, gas, electricity, phone and internet, car (after purchase) and entertainment) per week can be found in the below link

Study in Australia: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

BUDGETING

Once you have settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

Costs associated with living in Australia are included at <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during the holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

- A fortnight means the period of 14 days starting on a Monday.

During the COVID-19 pandemic the Department of Home Affairs and Australian Border Force implemented a temporary relaxation of working hours for student visa holders more information here

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions. <https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, it is always best to take precautions. Read the information at the following web site about personal safety tips: <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart, and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location.

The cost of clothing in Australia can vary. There are several quality variety stores such as K-Mart and Big W where you can find low-cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

COURSE ORIENTATION

At the start of your course will be provided with an orientation. The orientation will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. You are required to attend Orientation either in person or online as it is *compulsory* and a *requirement of your student visa*.

As an international student, you will be provided with information on:

- Details of internal and external support services available to assist in the transition to life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- Public transport – TransLink/Go Card, PTV (Public Transport Victoria)/Myki.
- Legal, emergency and health services.
- Safety and awareness relevant to life in Australia.
- Information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents.
- Facilities and resources.
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.
- Students will be issued with a student ID card.

The orientation will also cover important information about health and safety requirements including emergency evacuation procedures, critical incidents, and incident reporting (see the section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The orientation is also an opportunity for you to ask any questions you might have about studying with us. During this orientation, we also make sure that we have all the required forms and paperwork filled in.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Brighton College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Brighton College on the client services, training, assessment, and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with Brighton College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.

- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us within 7 days if any of their personal or contact details change. Failure to do this may mean students do not receive important information which may affect their course, their enrolment, or the visa.
- Provide relevant and accurate information to Brighton College in a timely manner.
- Participate in scheduled classes in accordance with course timetables to make satisfactory course progress.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Keep all assessment information private and not publish any information in the public domain.
- Submit all assessment tasks, activities and other evidence of their work using Moodle platform and following the instructions given in the task.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits, and training sessions.
- Notify Brighton College if any difficulties arise as part of their involvement in the program.
- Notify Brighton College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Brighton College focus on providing you with the knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to the specific skills and knowledge required in the workplace.

Some of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component, homework, and self-study.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

As well as meeting course progress requirements, international students must also meet attendance requirements to meet their visa conditions. International students are required to be enrolled in a full-time registered course to undertake study. For VET courses, maintaining enrolment in a fulltime registered course requires attending a minimum of 20 scheduled course contact hours per week for the duration of each study period, unless otherwise specified by Australian Skills Quality Authority (ASQA).

There will also be an expectation that you complete a certain amount of homework each week to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined in the Course Outline.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you will be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Most assessments should be submitted using Moodle platform, and following the instructions given in the Task.

If you are required to submit any written task directly to your trainer, you must keep a copy of all the tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

You may also be able to submit your assessment online through the *Learning Management System (LMS)* depending upon the availability of the course/qualification in the platform. Our *LMS* is Moodle based platform and accessible 24/7 to our students through <https://elearning.brighton.edu.au> . Students will be able to study and complete assessment activities/tasks while working off-campus. *LMS* will have student workbook, PowerPoint slides, assessment tools and other supporting resources available for the students. Learning resources are available online for learners on and off-campus however this does not reduce the requirement of attendance in the scheduled face to face and practical classes.

If the unit/s are available in *Learning Management System (LMS)* students must submit each task within timelines specified in the online assessment instructions.

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet and or *LMS*.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Competency Not Achieved (CNA). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome before you must re-sit/repeat the unit again. You will be given a timeframe for your re-assessment submission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment or repeat the unit to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness, or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
- Making changes to the assessment arrangements e.g., more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g., written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

WORKPLACE ARRANGEMENTS

If you are studying the *Hospitality and Community Service* qualifications, you are required to do a work placement (unpaid). Brighton College will assist you to find a work placement. However, you may also find your own placement if you wish. We will provide you with detailed information about the work placement arrangements once you start the course with us.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Brighton College has a no tolerance policy for plagiarism, cheating and collusion. Students are always expected to act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

Where a student has been found to have committed an act of plagiarism, the trainer/ assessor must be able to produce documented evidence of the source which was plagiarised (internet, textbook, other student's work etc.).

The next step is to decide whether:

- The plagiarism should be dealt with at an informal or a formal level; and
- If a formal response is required, the level of response which is appropriate.

This decision requires a determination as to whether the alleged plagiarism is significant or not.

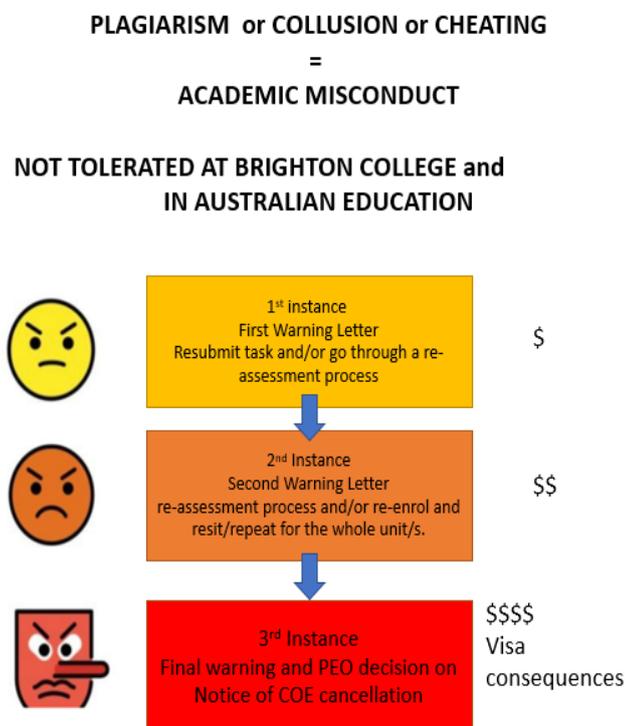
The trainer/assessor will initially assess the degree of plagiarism, taking into account how much material was plagiarised and how much it impacted on the work presented as original.

The matter will also be referred to Student Support Officer (SSO) and/or Operations Manager.

In determining whether plagiarism is significant or not, and assessing its seriousness, consideration is given to the student's apparent level of intention to deceive. The level and effect of that intention will be the primary consideration in determining the penalties or further action. This will be done by SSO in consultation with the relevant trainer/assessor.

If the plagiarism in the assignment is judged as non-significant and less serious, the SSO will discuss this with the student, will listen to the student's viewpoint and, if appropriate, issue a verbal warning to the student. SSO will also counsel the student not to engage in any further cheating or plagiarism. The student then needs to resubmit the part of the assessment which was deemed plagiarised. (*trainer/assessor may use their discretion to provide re-submission deadline*).

If the plagiarism in the assignment is judged as significant, the range of likely penalties will depend on whether the student is a repeat offender or not. See infographic below for BC procedure:



Any sharing of assessment information relating to Brighton College assessments in the public domain or sale of Brighton College assessment information constitutes cheating and a breach of privacy and copyright rights laws for which you can be sued in court. Such behavior will lead to the cancellation of the student's eCoE.

Please read the Brighton college Academic misconduct document on our website for more detailed information regarding the processing and other disciplinary measures.

STUDENT SUPPORT SERVICES

Brighton College is committed to ensuring that you get all the support you need to be successful in your studies. Services that we can offer to you include:

- One to one support from our trainers/assessors to assist you with your studies.
- One to one support from the Student Support Officer (SSO) relating to any student concerns.
- Regular academic and non-academic workshops.
- Referral to relevant external services such as English Language support and counselling.
- Financial Support- We offer payment plans to the students so that they can pay course fees over time with no additional fees/charges.

- Study skills, communication skills, mental health information, work related information which you can find in the co-curricular course in which you are automatically enrolled in Brighton College Learning Management System.

We have a dedicated Student Support Officer (SSO) on campus available every day from 9:00 am until 5:00 pm to assist students with any issues or question they may have.

If you require any assistance, please do not hesitate to book an appointment for a dedicated one-on-one meeting to speak with the SSO.

How to contact the Student Support Officer

Online

Submit an online enquiry in our website: <http://brighton.edu.au/student-support-services/>

Phone

BNE: +61 7 3123 4911

MEL: +61 3 9998 7411

Email

BNE: studentsupport-BNE@brighton.edu.au

MEL: studentsupport-MEL@brighton.edu.au

or

Visit our campuses

- BNE: Level 23 & 24, 343 Albert St, Brisbane, QLD 4000
- MEL: Level 1 & 2, 255 William St, Melbourne, VIC 3000
- HBRT: Level 2, 73-81 Murray St, HOBART, TAS, 7000
- SYD: Level 8 532-540 George Street, Sydney, NSW, 2000, Australia

Contact us to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services.

These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider.

Brighton College does not charge for such referrals to the provider.

Contact us for further details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Brighton College provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Brisbane

The Anti-Discrimination Commission Queensland

Telephone: 1300 130 670 - Website: <http://www.adcq.qld.gov.au/>.

The Commission has a responsibility under the Anti-Discrimination Act 1991 to promote the understanding, acceptance, and public discussion of human rights in this state.

Legal Aid Queensland

Telephone: 1300 651 188 - Website: <http://www.legalaid.qld.gov.au/Home>.

Legal Aid Queensland provides help to financially disadvantaged people about criminal, family, and civil law matters.

Also visit:

Community Legal Centres Queensland: <https://communitylegalqld.org.au/>.

The Brisbane Student Hub: <https://mdaltd.org.au/brisbanestudenthub/>.

Disability services Queensland: Telephone: 137468 - Website: <https://www.qld.gov.au/disability>

Supports the interests of people with disability, with the aim of promoting and protecting their rights and welfare.

Melbourne

Victoria Equal Opportunity and Human Rights Commission

Telephone: 1300 292 153 - Website: <https://www.humanrightscommission.vic.gov.au/>.

Legal Aid Victoria

Telephone: 1300 792 387 - Website: <https://www.legalaid.vic.gov.au/>.

Legal Aid Victoria provides help to financially disadvantaged people about criminal, family, and civil law matters.

Also visit:

SC6.1-I - International Student Handbook V3.1010

Community Legal Centres Victoria: https://www.fclc.org.au/find_a_community_legal_centre

Study Melbourne Student Centre: <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smsc> .

Disability services Victoria: Telephone: 1300 650 172 - Website: <https://www.dhhs.vic.gov.au/disability>

Mental Health counselling

Beyond Blue: Depression Anxiety: Telephone: 1300224636 - Website: <https://www.beyondblue.org.au/>

Lifeline Crisis and Suicide prevention: Telephone: 131114 - Website: <https://www.lifeline.org.au/>

1800Respect: Telephone: 1800 737 732 - Website: <https://www.1800respect.org.au/>

Relationships Australia: Telephone: 1300 364 277 - Website: <http://www.relationships.org.au/>

Anyone can call the above-mentioned services. These organisations offer a counselling service that respects everyone is right to be heard, understood, and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support, and referrals in ways they know work for young people.

Australian Government department of health

They make sure all Australians have the information and advice they need to make good health and ageing choices.

Website: <https://www.health.gov.au/about-us>

Fair Work Australia

Telephone: 131394 - Website: <https://www.fairwork.gov.au/>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Brighton College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Brighton College uses a range of methods to monitor course progress including the review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you to attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the RTO Manager will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal to Brighton College decision to report you to DHA. However, an appeal will only be considered if Brighton College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Brighton College is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

COURSE TRANSFER

All decisions made by Brighton College with regards to student transfer requests will be made in accordance with this policy and procedure. Brighton College will ensure all decisions are fair and take into account the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

- Brighton College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
 - The releasing registered provider or the course in which the student is enrolled has ceased to be registered with ASQA;
 - The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
 - The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
 - Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2. Transferring to another registered provider

- For Brighton College students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:
 - The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Brighton College' intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
 - There is evidence of compassionate or compelling circumstances.
 - Brighton College fails to deliver the course as outlined in the student agreement.
 - There is evidence that the student's reasonable expectations about their current course are not being met.

- There is evidence that the student was misled by Brighton College or an education or migration agent regarding Brighton College or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and release provided in PRISMS, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus, the right to access the complaints and appeals process as outlined below.
- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Brighton College' *Fees and Refunds Policy and Procedures*.

3. Transferring to another course offered by Brighton College

- Students may transfer to another course offered by Brighton College in the following circumstances:
 - Students must study at least one term before applying for an Internal Course Transfer.
 - Students can only transfer between the same AQF level.
 - Where it is considered that the course that the student wishes to transfer to;
 - Better meets the study capabilities of the student; and/or
 - Better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
 - Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

- A transfer to another course within Brighton College will not be granted where:
 - The transfer may jeopardise the student’s progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- For a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.
- The outcome of the student’s application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student’s current course will be in accordance with Brighton College’ *Fees and Refunds Policy and Procedure*.

4. Visa advice

All students who are either considering a course transfer or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website:

<https://www.homeaffairs.gov.au/trav/stud>

5. Complaints and Appeals

- Where Brighton College decides to refuse a course transfer or Brighton College does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Brighton College’s Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, the release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working days period or the student withdraws from the course.

6. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

DEFERRAL, SUSPENSION AND CANCELLATION

1. Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which

have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - A traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports;
 - Where Brighton College is unable to offer a pre-requisite unit;
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - These circumstances are an example of what may be considered compassionate or compelling circumstances, however, each case will be assessed on its individual merits.
- When determining whether compassionate or compelling circumstances exist, Brighton College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
 - A retrospective deferment or suspension may be justified if the student was unable to contact Brighton College because of a circumstance such as being involved in a car accident.
 - Where a student-initiated deferral or suspension of enrolment is granted, Brighton College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

2. Provider-initiated suspension or cancellation

- Brighton College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - Misbehaviour by the student (including plagiarism, collusion, and cheating).
 - The student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement.

- A breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Brighton College' *Course Progress Policy and Procedures*.
- Standards of behaviour required are outlined in the International Student Handbook.
- Before imposing a suspension or cancellation Brighton College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

3. Student-Initiated Cancellation of Studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Brighton College *Course Transfer Policy and Procedure*.

4. Visa status

- When there is any deferral, suspension or cancellation action taken under this standard, Brighton College will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

5. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Brighton College will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

6. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's digital file. This will include all decisions made.

CHANGE IN VISA STATUS

Deferment, suspension, or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended, or cancelled, Brighton College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Brighton College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Brighton College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Brighton College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course, or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Brighton College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the RTO Manager using the Access to Records Request Form outlining which records you wish to access.

Access to records may be provided by:

- Making copies of the records held in a file.
- Providing a time for you to review your file.

Amendment to records

If a student considers the information that Brighton College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record is amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING CHANGES

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third-party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Brighton College will devise a strategy to minimise the impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number, and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

LEGISLATIVE AND REGULATORY RESPONSIBILITIES

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Brighton College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Brighton College has policies and procedures in place to ensure your safety and on commencement of your course, you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you are not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Brighton College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

Harassment, victimisation or bullying

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

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you do not like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Brighton College Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Brighton College aim to ensure, that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with Brighton College.

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

Brighton College 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.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

PRIVACY POLICY

1. Privacy Principles

In collecting personal information, Brighton College complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Brighton College operates.

- Personal information, including sensitive information, is collected from individuals so that Brighton College can carry out its business functions. Brighton College only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Brighton College if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.

- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Brighton Colleges functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- Brighton College ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for Brighton College to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Brighton College if they consider that their personal information has been mishandled.
 - Is made aware of any consequences for not providing the information requested.
 - Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Brighton College retains evidence that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: [VET Data Privacy Notice - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)

2. Collection of information

- Under the Data Provision Requirements 2012, Brighton College is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - Personal and contact details.
 - Employment information, where relevant.
 - Academic history.
 - Background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on.
 - Training, participation and assessment information.
 - Fees and payment information.
 - Information required for the issuance of a USI.
- For international students:
 - Current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date.
 - Information about any terminations for change to identity and duration of the course.
 - English language proficiency including the name of the test and the score received.
 - Visa information, including the DHA office where the visa application was made and current local DHA office.
 - Passport information including whether the student was in Australia when they became an accepted student.

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Brighton College upon enrolment. Alternatively, Brighton College can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorizes the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Brighton College applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - Name, including first or given name(s), middle name(s) and surname or family name.
 - Date of birth.
 - City or town of birth.
 - Country of birth.

- Gender.
- Contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Brighton College will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
 - Is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - Is collected by the Registrar for the purposes of:
 - Applying for, verifying and giving a USI.
 - Resolving problems with USI.
 - Creating authenticated vocational education and training (VET) transcripts.
 - May be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - The purposes of administering and auditing VET, VET providers and VET programs.
 - Education related policy and research purposes.
 - To assist in determining eligibility for training subsidies.
 - VET Regulators to enable them to perform their VET regulatory functions.
 - VET Admission Bodies for the purposes of administering VET and VET programs.
 - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - Schools for the purposes of delivering VET courses to the individual and reporting on these courses.
 - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics.
 - Researchers for education and training related research purposes.

- Any other person or agency that may be authorised or required by law to access the information.
 - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system.
 - Will not otherwise be disclosed without the student’s consent unless authorised or required by or under law.
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Brighton College will be unable to issue a qualification or statement of attainment.

4. Storage and use of information

- Brighton College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by Brighton College to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Brighton College may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- Brighton College will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Brighton College believes on reasonable grounds that disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.

- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Brighton College for statistical, regulatory and research purposes. Brighton College may disclose personal information for these purposes to third parties, including:
 - Commonwealth and State or Territory government departments and authorised agencies, such as the Australian Skills Quality Authority (ASQA), Department of Education and Training (DET), the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS).
 - NCVET
- Personal information disclosed to NCVET may be used or disclosed for the following purposes:
 - Populating Authenticated VET Transcripts
 - Facilitating statistics and research relating to education, including surveys and data linkage.
 - Pre-populating RTO student enrolment forms
 - Understanding how the VET market operates, for policy, workforce planning and consumer information
 - Administering VET, including program administration, regulation, monitoring and evaluation.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Brighton College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Brighton College holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Brighton College can do so by following Brighton College's *Complaints and Appeals Policy and Procedure*.

COMPUTER, INTERNET, EMAIL, AND SOCIAL MEDIA USAGE POLICY

1. Overview

Brighton students are expected to follow the rules outlined below when using Brighton College devices or applications or students' own devices or when using their own devices for study. This policy also covers expectations when posting about Brighton College on social media. Violation of these policies could result in disciplinary and/or legal action leading up to and including cancellation of CoE. Students may also be held personally liable for damages caused by any violations of this policy.

2. Computer and Internet usage

- When using our computers, Brighton students are expected to exercise good judgement and use the internet in a way that ensures they remain focused on their studies.
- When using their own devices, Brighton students are expected to protect their equipment with an anti-virus software and maintain their devices up to date with operating software updates.
- When accessing Brighton College applications, regardless of the device used, students are expected to
 - Keep their passwords private and where possible use two factor / multi factor authentication
 - To seek out information that they can use to improve their study journey
 - To access their social media accounts while conforming to our social media policy
- Students must not use Brighton College network to
 - Download or upload obscene, offensive, or illegal material.
 - Send confidential information to unauthorized recipients.
 - Invade another person's privacy and sensitive information.
 - Download or upload movies, music and other copyrighted material and software.
 - Visit potentially dangerous websites that can compromise the safety of our network and computers.
 - Perform unauthorised or illegal actions, like hacking, fraud, buying/selling illegal goods and more.
- Students should be careful when downloading and opening/executing files and software. If you are unsure if a file is safe, they should ask their trainer or the IT Support Officer (itsupport@brighthon.edu.au)
- Students are expected to respect and protect Brighton College equipment.
- Students must not publish any training resources on the internet for public use nor sell any training resources or other materials or documentation.

3. Email usage

Students must comply with the following email rules

- Do not use your Brighton College email address
 - For personal communication
 - To register to illegal, unsafe, disreputable, or suspect websites and services.
 - To send obscene, offensive, or discriminatory messages and content.
 - To send unauthorised advertisements or solicitation emails.
 - To sign up for a competitor's services unless authorised

4. Social media usage

Social media is defined as social networking sites such as but not limited to Facebook, LinkedIn, Twitter, Instagram, Snapchat, Tik Tok, YouTube, blogs, online forums, and communities.

We recognise that students may engage in public discussion and debate on social media. If using social media, students must

- Be transparent in their communication about Brighton College and must disclose their presence
- Maintain privacy and confidentiality towards us and must not disclose any confidential information about Brighton College staff or operations
- Not make comments in a way that could be taken as representing Brighton's staff views
- Avoid anything which may harm us in any way, such as by harming our reputation or by releasing sensitive or confidential information including posting put any damaging comments on any Brighton College social media accounts.
- Be respectful in all communication and not engage in discrimination, bullying or harassment towards any other Brighton College student or staff
- Be aware that what they say is permanent and when in doubt do not post

5. Disciplinary action

Students who do not conform to these rules will face disciplinary action. Serious violations will be cause for termination of eCoE, or legal action when appropriate. Examples of serious violations are:

- Using our internet connection to steal or engage in other illegal activities.
- Causing our computers to be infected by viruses, worms, or other malicious software.
- Sending offensive or inappropriate emails to our students, customers, colleagues, or partners.

FEES AND REFUNDS POLICY

1. Protection of fees paid in advance

- Brighton College protects the fees that are paid in advance by both domestic and international students.
- For domestic students, fee protection is ensured through:
 - Brighton College does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- For international student fee protection is ensured as follows:
 - All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
 - Brighton College does not require international students to pay more than 50% of course fees prior to course commencement. However, Brighton College provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Brighton College may require students to pay the full cost of the course prior to course commencement.
 - Brighton College pays into the Tuition Protection Service (TPS) provided by the Australian Government. In the event that Brighton College is unable to deliver a course a student has paid for and does not meet the obligation to either offer a student an alternative course or pay a student a refund of the unspent prepaid tuition fees, the TPS will assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

2. Fees and refund information

- Fee information relevant to a course is outlined in detail in the following documentation provided to the student as well as the RTO's website
 - Letter of Offer and Student Agreement and summarised on the Course Outline.
- In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to domestic and international students includes:

- All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply;
 - Any additional charges that may apply and the circumstances in which they apply;
 - The potential for changes to fees over the duration of the course;
 - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences).
- The Letter of Offer and Student Agreement and the Student Handbook which are provided to the student prior to enrolment, includes this “Fees and Refunds” Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
 - Brighton College does not use direct approach marketing or telesales and therefore no cooling-off period applies to its courses.

3. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees include:
 - Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task.
 - Re-issuance or additional copies of certification documents will attract a fee of \$100 per document.
 - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
 - Material fee which may apply depending on the course chosen qualification details will be included in the course information and in the Letter of Offer and Student Agreement.
- Otherwise course fees (tuition or non-tuition) do not include:
 - Costs of any optional textbooks and materials that may be recommended but not required to complete a course.

- Replacement costs for borrowed textbooks/reference books if original copies are lost or misplaced. Costs for replacement of borrowed books are outlined in the Letter of Offer and Student Agreement.
 - Costs for stationery such as paper and pens.
 - Costs for overseas student health cover.
 - Costs for airport pick ups.
 - Costs associated with re-assessment if re-assessment is required, as outlined above.
 - Costs of re-issuing AQF certification documents – a cost of \$100 applies for issuing of one copy of the course certificate and record of results.
 - Direct debit setup, transaction and dishonour fees (where applicable).
 - Credit card payment surcharges.
- Brighton College cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4. Payments

- Payments can be accepted by electronic transfer, credit card, money order or direct debit.
- Credit card payments incur an additional surcharge per transaction depending the type of credit card used.
- Students who are experiencing difficulty in paying their fees are invited to contact Brighton College to make alternative arrangements for payment during their period of difficulty.
- Brighton College reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will receive three warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

5. Refunds for domestic students

- All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.

- A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period where one applies. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.
- A full refund of any fees paid (including the deposit) will apply if Brighton College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Brighton College or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Brighton College or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Brighton College ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where Brighton College needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Brighton College will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Brighton College to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- Recognition from Prior Learning (RPL) application fees are non-refundable.

6. Refunds for international students

All course fees for international students include a *non-refundable enrolment fee* which is detailed on the Course Outline and Student Agreement. No refund on the Material fee will be provided after course commencement.

A. Full refunds

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- If Brighton College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where a course does not start on the starting date outlined in the Letter of Offer and Student Agreement.
- Where a student withdraws or cancels their course in writing 29 days or more before the course commencement date.
- If a student cannot commence the course because of illness, disability or where there is the death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of Brighton College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by Brighton College and this is not due to incorrect or incomplete information being provided by the student.

Claiming a full refund

- In any of the above situations, Brighton College will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. Refunds will be issued within 28 business days.

B. Partial Refunds

Provider default

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where Brighton College fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.

Student default

- If an international student is refused a visa (student default) before commencing their course, Brighton College will refund the total amount of all course fees (tuition and any non-tuition fees excluding enrolment application fee) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.

- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or incomplete information and as a result Brighton College withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 28 days or less before course commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student withdraws from a course 28 days or less before the course commencement, except for the reasons set out circumstances for full refunds, 50% of the deposit paid will be refunded, less enrolment application fee.
- If a student withdraws or defers their course after the course has started; There will be no refund of tuition fee for the term/semester which have already commenced. Student should also pay for remaining tuition fee of the term/semester, If the student hasn't fully paid for the term initially. Material fee after course commencement will not be refunded.
- If a student on a package enrolment with all courses delivered by Brighton withdraws/cancels the enrolment for a packaged courses upon commencement of the first course on the package, the deposit paid for the second course will be refunded less an administration cost of \$250.
- In all cases, unless waived with the agreement of Brighton College, Application Fee will be deducted from any refund the student is entitled to.

Note: For packages with courses delivered by multiple institutions, Brighton College will apply its own refund policy while the partner institution will apply its in relation to their course/s.

Claiming a partial refund

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Refund Application Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Brighton College to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.

- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

C. Circumstances in which a refund will not be paid

- A student is not entitled to a refund in the following circumstances:
 - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
 - Where Brighton College terminates the student's enrolment because of a failure to comply with Brighton College policies, misbehavior or unsatisfactory course progress.

7. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

ADDITIONAL FEES AND CHARGES

Brighton College has the following of additional charges. Details are found in the written agreement that you signed at the commencement of your course.

| ITEMS | Amount (AUD) |
|---|-------------------------------------|
| Enrolment Fee – Non-Tuition Fee/Non-Refundable | \$ 250.00 |
| Payment Plan Fee (Monthly payment only) | \$ 100.00 |
| Fines for late payment of Tuition Fees A late payment fine will be charged if the students fail to pay the fees by the due date | \$ 100.00 |
| Deferral Fee | \$ 200.00 |
| Changes in eCoE details and reissue | \$ 100.00 |
| Internal Course Transfer Fee | \$ 250.00 |
| Credit Transfer application fee | \$ 150.00 |
| Non-Tuition Fee – Material Fee – Business and Information Technology | \$ 200.00 - \$1,000.00 |
| Non-Tuition Fee – Material Fee – Hospitality | \$ 500.00 - \$1,000.00 |
| Non-Tuition Fee – Material Fee – Community Services | \$ 600.00 - \$1,000.00 |
| Re-sit (Repeat) | Will be calculated as per unit fee. |

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| Re-assessment Students will be given multiple re-submission attempts during the study period. Where an additional assessment is required after the assessment results are finalised to achieve competency, this additional re-assessment fee will be charged per additional assessment attempts. | \$ 100.00- Theory (Per unit per attempt). \$ 200.00- Practical (Per attempt). |
| Recognition of Prior Learning Application fee Charge Per Unit | \$ 250.00 \$ 250.00 |
| Interim Academic Transcript | \$ 20.00 |
| Re-Issuing of Testamur and Statements of Results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results. | \$ 100.00 |
| Reference Letter | \$ 10.00 |
| Student Card Re-Issuance | \$ 20.00 |
| Change of Enrolment Between Campus | \$ 200 |
| Airport Pickup fee | \$ 150.00 |
| Accommodation assistance fee | \$ 150.00 |
| Replacement of borrowed Textbooks/Reference | As applicable |

PURCHASING RECOMMENDED TEXTBOOKS

Course fees do not include computer software or textbooks which are to be purchased at the student's own cost. These textbooks may be purchased by students through Cengage Learning and Learn Now Publications or any other bookshops or online providers that offer these publications.

Students must also supply their own laptop with Microsoft Office software e.g., Office 365 Personal that includes Outlook, Word, Excel, PowerPoint & Publisher.

COMPLAINTS AND APPEALS

1. Nature of complaints and appeals

- Brighton College responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing services on behalf of Brighton College and including education agents.

- Any student or client of Brighton College.
- Complaints may be made in relation to any of Brighton College services and activities such as:
 - The application and enrolment process;
 - Marketing information;
 - The quality of training and assessment provided;
 - Training and assessment matters, including student progress, student support and assessment requirements;
 - The way someone has been treated;
 - The actions of another student.
- An appeal is a request for a decision made by Brighton College to be reviewed. Decisions may have been about:
 - Course admissions;
 - Refund assessments;
 - Response to a complaint;
 - Assessment outcomes/results;
 - Other general decisions made by Brighton College.

2. Principles of resolution

- Brighton College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Brighton College ensures that complaints and appeals:
 - Are responded to in a professional, consistent, and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Brighton College will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Brighton College, or to seek information or advice about doing so.
- Nothing in the policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Appeals regarding assessment matters must be made within 10 working days following the provision of the assessment results to the student.

Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Brighton College's head office at *Level 23 & 24, 343 Albert St, Brisbane, QLD 4000* attention to the Principal Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Brighton College to investigate and determine an appropriate solution. This should include:

- The issue that is being complained about or the decision being appealed – a description of what happened and how it affected the complainant / appellant.
- Any supporting evidence.
- Details about the steps already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

4. Timeframes for resolution

- The complaint or appeal (including Assessment Appeal) will be acknowledged in writing by Brighton College administration within 3 working days.
- The complaints and appeals process will commence within 10 working days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

- The Administration Team and the CEO of Brighton College will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- The complainant or appellant will be advised in writing within 5 working days of the outcome of the process and the reasons for the findings made.

- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The appellant will be advised in writing within 5 working days of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For international students, Brighton College will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status.
 - In the case of an external appeals process, it will depend on the type of appeal as to whether Brighton College maintains the student's enrolment as follows:
 - If the appeal is against Brighton College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Brighton College's decision to report.
 - If the appeal is against Brighton College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Brighton College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

6. Independent Parties

- Brighton College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant.
 - For international students, the independent party is the Overseas Students Ombudsman (OSO). This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the OSO (OSO). See information under external complaint avenues.
 - Brighton College will fully cooperate with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
 - The CEO will ensure that any recommendations made are implemented within twenty (20) calendar days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Brighton College.

7. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally.
- Email: ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Brighton College's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Brighton College in relation to:

- The quality of our training and assessment.
- Our marketing and advertising practices.

For students:

- ASQA may not be able to investigate the complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:
<https://www.asqa.gov.au/complaints>

- The Queensland Training Ombudsman

The Queensland Training Ombudsman is an independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints. Please refer to the following website if you are considering making a complaint: <http://trainingombudsman.qld.gov.au/>

The Queensland Training Ombudsman contact details are:

- Phone number: 1800 773 048
- Email: info@trainingombudsman.qld.gov.au
- Post: PO Box 15090, City East Qld 4002.

- The Overseas Student Ombudsman (OSO) (National)

International students may complain to the OSO if their complaint is in relation to Brighton College:

- Refusing admission to a course
- Course fees and refunds

- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation or work arranged by your provider
- Incorrect advice was given by an education agent.
- If you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Brighton College.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above. Please refer to the following website if you are considering making a complaint: <https://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

- Phone number: 1300 362 072
- Email: ombudsman@ombudsman.gov.au
- Post: GPO Box 442, Canberra ACT 2601.

8. Records of complaints and appeals

Brighton College will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the *Privacy Policy and Procedures*.

ISSUING CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Brighton College reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Brighton College is not permitted to do so by law.

Brighton College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.