



Domestic Student Handbook

BRIGHTON COLLEGE PTY LTD

RTO: 45023

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

Tasmania Campus

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

info@brighton.edu.au | 03 6169 9552



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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 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 understood 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.

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 YOU REGISTERED TRAINING PROVIDER

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.

CONTACT INFORMATION AND EMERGENCY CONTACTS

Brighton College Main Contact Details

Contact Name	Email	Address/Telephone
Brisbane		
Suman Adhikari PEO/Operations Manager	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
Tasmania		
Raj Chopra Campus Manager	raj@brighton.eud.au	Level 2, 73-81 Murray St, HOBART, TAS, 7000 Office hours: 9:00AM to 5:00PM Contact 03 6169 9552 After hours contact: 0412 988 377

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- 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.

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

Local Medical Centres:

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.cbddoctorsmelbourne.com.au/>

Collins GP

Dial (03) 9654 9135

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

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

Tasmania

Treasury Medical

Ground Floor, 32 Davey St, Hobart TAS 7000

<https://treasurymedical.com.au/>

Dial 03 6124 2727

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.

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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/>

Tasmania

MetroTas

Information Hotline – 13 22 01

<https://www.metrotas.com.au/planner/>

contact@metrotas.com.au

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			
SIT40516	Certificate IV in Commercial Cookery	098034B	78 Weeks
SIT50416	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
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Note: Not all courses are offered to domestic students and available in all locations, please contact our friendly team to get more information on the availability of the courses.

COURSE LOCATIONS

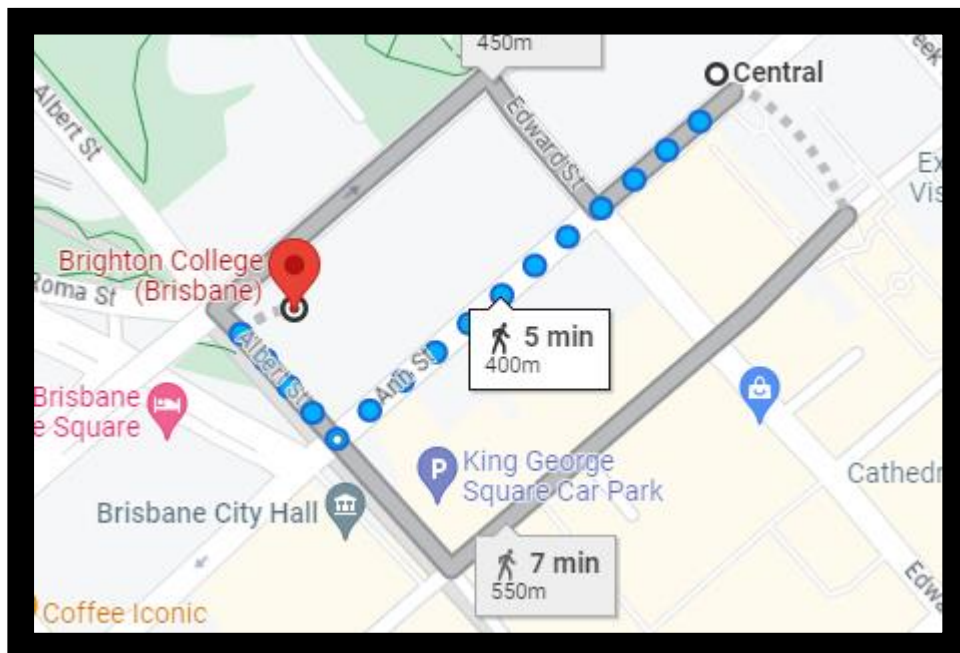
All face-to-face training and assessments take place at our following campus locations unless training is online. Online training is delivered via Microsoft TEAMS platform.

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*:



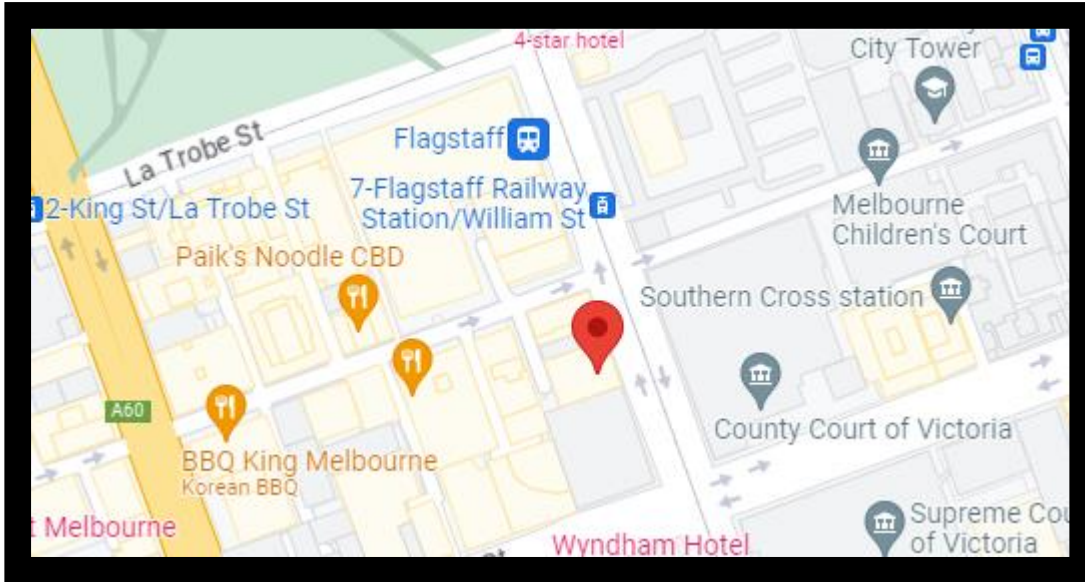
📍 Level 23 & 24, 343 Albert St, Brisbane, QLD 4000

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:



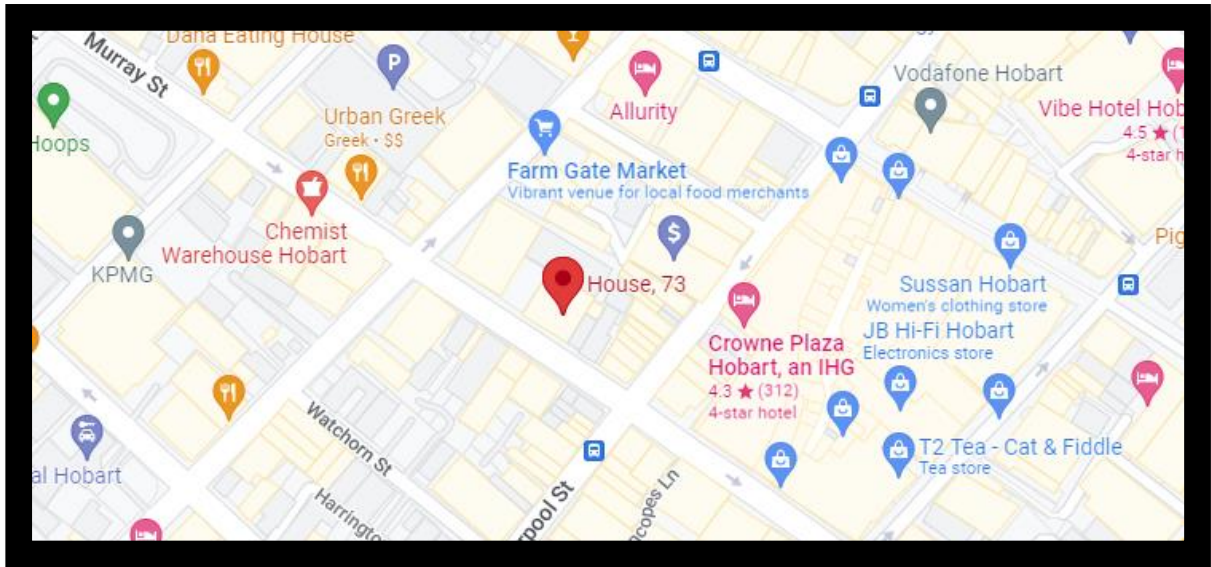
 Level 1 & 2, 255 William St, Melbourne, VIC 3000


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.

SELECTION AND ENROLMENT

The following steps are to be followed when enrolling a new student into a training program:

- Step 1 (Enquiry):** Students can make enquires via website, email, phone calls or in person. The student shall be provided with accurate and ethical marketing and pre-enrolment information, a copy of Brighton College student handbook, course brochure and schedule of Fees and Charges that enables them to make confident and suitable decisions about offered training programs.
- Step 2 (Enrolment Application):** If the student is interested to apply for a course with Brighton College, *Enrolment Application form* shall be made available by Administrative Officer or in the Brighton College website. The student shall submit completed enrolment application with all supporting documents including certified copies of qualifications, work experience and other relevant documents to the enrolment Team via email, post or in person:

Enrolment Officer
Brighton College
Level 23 & 24, 343 Albert St, Brisbane, QLD 4000
Email: enrolment@brighton.edu.au
- Step 3 (Language, Literacy and Numeracy (LLN)):** Once the completed enrolment application form along with the supporting documentation has been received, the enrolment officer may contact the student for an interview either face-to-face or via telephone if required. This interview is designed to capture important information about the student, their needs and to personally inform them about their rights and obligations. Following the interview, the

enrolment officer shall conduct a Language Literacy and Numeracy (Language, Literacy and Numeracy (LLN).

- **Step 4 (Student Agreement and Confirming Enrolment).** Following the successful LLN test and student providing all the required enrolment information and documents, student will be provided with the Letter of offer and Student Agreement. Student must accept the offer and make required payment before student can commence the course.

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.

STUDENT CODE OF CONDUCT

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

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.

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.

UNIQUE STUDENT IDENTIFIER

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. 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.

YOUR SAFETY

Brighton College is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;

- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Brighton College Pty Ltd staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Brighton College Pty Ltd will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Brighton College Pty Ltd unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

YOUR PRIVACY

Brighton College Pty Ltd takes the privacy of students very seriously and complies with all legislative requirements. Here's what you need to know:

Why we collect your personal information.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

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*.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

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.

FEES PAYABLE

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be paid within 10 days of receiving an invoice from Brighton College Pty Ltd. Brighton College Pty Ltd may discontinue training if fees are not paid as required. Students are required to pay their tuition fees on successful admission to a program as per the payment plan provided at the time of enrolment. The balance of fees payable for the term should be paid at least 14 days prior to the commencement of each term unless prior arrangements have been made and confirmed in writing.

Student cancellation

Students who cancel their enrolment part way through a training program must notify Brighton College Pty Ltd in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

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.

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.
- 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 applicable on enrolments. However, we still provide student with 7 days of cooling off period from the date you sign an agreement. To exercise this right, you must notify our office in writing that you wish to cancel within 7 days of signing this Agreement and provide a compelling reason for cancellation of enrolment. This can be by email to enrolment@brighton.edu.au or by post.

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 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 on 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.

5. Refunds

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.

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.

A. 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.

6. 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)
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
Re-assessment Students will be given multiple re-submission attempts during the study period. Where an additional assessment is required after the assessment	\$ 100.00- Theory (Per unit per attempt).

results are finalised to achieve competency, this additional re-assessment fee will be charged per additional assessment attempts.	\$ 200.00- Practical (Per attempt).
Re-sit (Repeat) / Re-enrolment	Will be calculated as per unit fee.
Recognition of Prior Learning Application fee Charge Per Unit	\$ 250.00 \$ 250.00
Credit application fee	\$ 150.00
Interim Academic Transcript	\$ 20.00
Reference Letter	\$ 10.00
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
Student Card Reissuance	\$ 20.00
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*.

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 a student, you are required to provide this form to us within 7 days of any change occurring.

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.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Payment method

Brighton College Pty Ltd accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Brighton College Pty Ltd)
- Payment in cash is discouraged.

TRAINING AND ASSESSMENT

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.

At Brighton College Pty Ltd assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Role Plays and Projects. All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice. The student may research their answers from the course training materials and notes as well as other sources.
- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Observation of practical skills:** Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report:** Students will be required to complete practical projects that simulate the workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the student at the commencement of the unit.
- **Role Play:** Students are required to demonstrate a range of tasks in whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

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.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Prepare well in advance of each training session;
- Complete all training sessions and complete all required reading and learning activities;
- Be a willing participant;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;

- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

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.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Brighton College Pty Ltd to provide three opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Student's requiring additional learning support are to be brought to the attention of Brighton College Pty Ltd management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

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.

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

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.

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 enrolment.

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

Attendance and homework requirements

As well as meeting course progress requirements, domestic students must also meet attendance requirements. Domestic students are required to be enrolled in a full-time registered course to undertake study.

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.

ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Brighton College Pty Ltd will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Brighton College Pty Ltd is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Brighton College Pty Ltd have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

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.

STUDENT SUPPORT SERVICES

During your enrolment, Brighton College Pty Ltd will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully

participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

Brighton College Pty Ltd will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- USI Help
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Student Support Officer. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Brighton College Pty Ltd is committed to our student’s welfare both during and after hours of study.

If you require assistance or counselling related to study or personal difficulties, you should speak initially with your trainer for referral to Student Support Officer.

The Student Support Officer can suggest access to specialised support with external agencies such as Lifeline, Salvation Army Family Welfare Centres and Catholic Care Family Support Service for you, if you need further external help. All discussions regarding this are in the strictest of confidence.

LANGUAGE, LITERACY & NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Brighton College Pty Ltd will:

- Assess a student’s language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;

- Provide clear information to students about the details of the language, literacy and numeracy assistance available.

WITHDRAWING FROM A COURSE

There are circumstances where a student may finalise their enrolment early for personal or academic reasons. Where this is the case, the student is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the student the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, students will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A student who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the student to understand their circumstances and is to record their decision using the section provided on the application. Students are to be informed of this decision in writing.

STUDENT WHO ARE NOT CONTACTABLE OR NOT RESPONDING

Where a student is not contactable or fails to respond to requests by the Brighton College Pty Ltd, the student's enrolment may be terminated in absentia. This action may only be taken where the Brighton College Pty Ltd has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.
- Where the student fails to respond, the student's enrolment is to be terminated and the student's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address. This should also be noted in the student's enrolment record and a photocopy of the certificate retained on the student's record.
- The student's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the students enrolment termination and advised to inform the Student Support Officer if the student makes contact.

RECOGNITION OF PRIOR LEARNING

In accordance with the requirements of the Standards for Registered Training Organisations, Brighton College Pty Ltd provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Brighton College Pty Ltd scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences,

and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence.

Brighton College Pty Ltd reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

CREDIT TRANSFER

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to Brighton College Pty Ltd.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.

- Students may not apply for credit transfer for units of competence or qualification which are not included in Brighton College Pty Ltd scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Brighton College Pty Ltd does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- Credit transfer is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

COMPUTER, INTERNET, EMAIL, AND SOCIAL MEDIA USAGE POLICY

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 studies. Students may also be held personally liable for damages caused by any violations of this policy.

1. 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.

2. 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

3. 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

4. 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.

LEGISLATIVE AND REGULATORY RESPONSIBILITIES

Brighton College is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Brighton College has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Brighton College.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. An core component of this legislation is that it defines the condition for the registration of an RTO which include:

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes
- Cooperating with National VET Regulator
- Compliance with directions given by the National VET Regulator

Standards of Registered Training Organisation 2015

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the National Vocational Education and Training Regulator Act 2011.

<https://www.legislation.gov.au/Details/C2021C00130>, which aims to:

- Provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- Promote quality, flexibility and innovation in VET
- Promote Australia's reputation for VET locally and overseas
- Promote a VET system that meets Australia's social and economic needs
- Protect students undertaking or proposing to undertake VET in Australia, and
- Ensure access to accurate information regarding the quality of VET.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we do not have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Work Health and Safety Act 2011

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.

Anti-Discrimination Act 1991

Sect 6 -Act's anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

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.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- The kinds of personal information that the entity collects and holds;
- How the entity collects and holds personal information;
- The purposes for which the entity collects, holds, uses and discloses personal information;
- How an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- Whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Section 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- To eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- To respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied

for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.