INSTITUTE OF TECHNOLOGY

STUDENT HANDBOOK 2024

RTO Number: 21438
CRICOS Code: 02552G

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WELCOME TO BRIGHTON INSTITUTE OF TECHNOLOGY

Management and staff of BRIGHTON INSTITUTE OF TECHNOLOGY (BIT) would like to extend a very warm welcome to all new and returning students. BIT delivers a diverse range of internationally recognised and fully accredited courses that provide students with entry opportunities to quality universities both in Australia and overseas.

This handbook has been designed specifically to provide you with important and useful information for your study program at BIT. It contains details about enrolment procedures and the academic year, providing important dates which you need to make special note of. It also contains our institute's academic and administrative policies and procedures. These set out our obligations and responsibilities to you and, at the same time, explain your rights and responsibilities as a student at BIT.

BIT provides a supportive and caring learning environment. Our qualified academic staff and our administrative support staff will give you lots of encouragement, monitor your progress, and provide you with study support. Our aim is your success, and we will do everything we can to help you to achieve it.

BIT is ideally situated in the centre of the City of Melbourne. Our main campus, located in the heart of Melbourne at 380 Bourke Street, has grown exponentially since opening in 2004. BIT welcomes large numbers of students from different countries every year. Equipped with the latest facilities, it is the central office for enrolments, administration and teaching staff. BIT provides quality training and education within a comfortable and modern learning environment. The BIT campus is close to transport and libraries, provides ready access to employment opportunities and offers a diverse range of lifestyle choices from Melbourne's annual calendar of world-famous events. It is within easy reach of all forms of public transport, shops, cinemas, theatres, the Victorian Arts Centre, Federation Square, Chinatown, restaurants, cafes, and everything you would expect to find in a large, and vibrant city. At BIT, sport, music, art and design, theatre, literature, food, and wine are at your doorstep all- year round.

CAMPUS LOCATION:

Main Campus:
BRIGHTON INSTITUTE OF TECHNOLOGY
380 Bourke Street Melbourne
Victoria 3000 Australia
Phone: +61 3 9642 1770
E-mail: info@bit.edu.au
Website: www.bit.edu.au

Workshop:
Fully functional automobile technical and
training workshops at Docklands,
3 kms from City Campus, 95 – 97 Lorimar Street
Docklands, 3008

Training Kitchens:
BIT campus training kitchen:

The Bite Multi-Cuisine Restaurant
(Basement 380 Bourke St. Melbourne)

We hope that you will find your time at BIT, challenging, rewarding and enjoyable.

PUBLIC HOLIDAYS 2017-2018 FOR MELBOURNE VICTORIA

Holiday	2024	2025
New Year's Day	Monday 1st January	Wednesday 1 January
Australia Day	Friday 26th January	Monday 27th January
Labour Day	Monday 11th March	Monday 10th March
Good Friday	Friday 29th March	Friday 18th April
Saturday before Easter Sunday	Saturday 30th March	Saturday 19th April
Easter Sunday	Sunday 31st March	Sunday 20th April
Easter Monday	Monday 1st April	Monday 21st April
ANZAC Day	Thursday 25th April	Friday 25th April
King's Birthday	Monday 10th June	Monday 9th June
Friday Before the AFL Grand final	Friday 27th September	Friday before the AFL Grand Final
Melbourne Cup (all of Victoria unless alternate local holiday has been arranged by non-metro council)	Tuesday 5th November	Tuesday 4th November
Christmas Day	Tuesday 25th December	Thursday 25th December
Boxing Day	Wednesday 26th December	Friday 26th December

Note: All public holiday dates are accurate at the time of publishing, but may be subject to change

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USEFUL CONTACTS @ BIT - Who to see about what!

Standard 6.5 of National code 2018 requires BIT to designate a member of staff or members of staff to be the official point of contact for students. The Student Contact Officer or officers will have access to up-to-date details of BIT's support services.

Initial Contact person on Campus **Ms Prabh Kaur**
Ph: +61 3 9642 1770

Other available services and staff

Service	Name	Phone no	Email
Numeracy & Literacy		9642-1770	
Emergency Health Services	Lisa Olsen	9642-1770	info@bit.edu.au
Complaints & Appeals		9642-1770	lisa@bit.edu.au
Critical Incident		9642-1770	
Safety and Security	Lisa Olsen	9642-1770	lisa@bit.edu.au

Other Contact Points:

- General enquiries (e.g., Air-port Pickup; Accommodation)
- Course application enquiries
- Course applications and enrolment
- Course entrance requirements
- Enrolment and re-enrolment
- ID cards
- OSHC cards, fees & renewals
- Payment of course fees
- Assignment cover sheets
- General forms (requests, complaints, leave, refunds etc.)
- Formal letters from Brighton Institute of Technology (BIT) for external purposes such as DHA, Bank loans, accommodation
- Timetable questions
- Hand in medical certificate
- Lodgement of formal complaints / appeals
- Advice regarding leave / deferral
- Contact when you are absent

→

Visit RECEPTION and discuss the matter with them. They will assist you or refer you to the appropriate person or area.

Reception:
Phone: +61 3 9642 1770
E-mail: info@bit.edu.au
Website: www.bit.edu.au

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• Academic Complaints and Appeals	→	Compliance Manager

• Fee payments, status, invoices, due dates, statements & advice	→	ACCOUNTS DEPARTMENT Ms Prabh Kaur Email: fee@bit.edu.au

• Job search skills • Adjustment difficulties • Personal issues and general support • Student Workshops • Study skills support • Help lodging a complaint/appeal • Leave, suspension, deferment, or cancellation of enrolment • Timetable enquiries	→	STUDENT SUPPORT SERVICES Ms. Lisa Olsen Email: counsellor@bit.edu.au studentservices@bit.edu.au

• Course progress advice • Assessment advice • Result enquiries • Hand in late/resubmitted assessments • Scheduling of repeat units • Informal complaint assistance • Learning and assessment advice • Unit support materials • Assessment due dates • Assessment results • Assessment extensions • Study support • Learning issues • Redo and Course progress	→	Ms. Lisa Olsen lisa@bit.edu.au

• Education agent related questions/information/ concerns • Marketing plans and promotions • Offer Letter related queries	→	MARKETING MANAGER

Certificates Statements of Attainment Results Attendance & Course progress	→	Ms Manpreet Kaur

General English
English for Academic Purposes
IELTS Preparation
- General course queries
- Study issues / assessment advice
- Credit Transfer (CT)/Recognition of Prior Learning (RPL) enquiries and applications
- Informal complaint assistance
- Language, Literacy & Numeracy Support

→ TRAINER

Certificate II, III & IV of Commercial Cookery
Diploma of Hospitality Management
Advanced Diploma of Hospitality Management
- General course queries
- Study issues / assessment advice
- Credit Transfer (CT)/Recognition of Prior Learning (RPL) enquiries and applications
- Informal complaint assistance

→ TRAINER

Certificate IV Leadership & Management
Diploma of Leadership and Management
Advanced Diploma of Leadership and Management
- General course queries
- Study issues / assessment advice
- Credit Transfer (CT)/Recognition of Prior Learning (RPL) enquiries and applications
- Informal complaint assistance

→ TRAINER

Certificate III in Automotive Mechanical Technology (Light Vehicle)
Certificate IV in Automotive Mechanical Diagnosis
Diploma of Automotive Management
- General course queries
- Study issues / assessment advice
- Credit Transfer (CT)/Recognition of Prior Learning (RPL) enquiries and applications
- Informal complaint assistance

→ TRAINER

*Any issues with your trainer please see the training manager.

BRIGHTON INSTITUTE (BIT) - CODE OF PRACTICE

This Code of Practice requires BRIGHTON INSTITUTE (BIT) to implement policies and management practices that maintain high professional standards in the delivery of education and training services to safeguard the educational interests and welfare of staff and students.

Administration and Management

BRIGHTON INSTITUTE (BIT) will meet the following minimum administrative and management standards:

- Ensure that staff with relevant qualifications and experience will undertake responsibility for the management and coordination of training, delivery, assessment, verification, staff selection and professional development of the Institute.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Advice the Registering Authority [Australian Skills Quality Authority (ASQA)]in writing within 10 working days of any change to the information contained in its Registration.
- Allow the Registering Authority, or its agents, access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide facilities for staff and students to access their own records.

Course Delivery

BRIGHTON INSTITUTE (BIT) will:
- Provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessments occur in accordance with the requirements of the accredited course.
- Ensure that national guidelines are followed when customizing courses to meet the needs of students.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

Staff

Trainers and Assessors of BRIGHTON INSTITUTE (BIT) will have:
- Demonstrated competencies at least to the level of those being delivered.
- For Trainers - Demonstrated achievement of at least Certificate IV in Assessment and Workplace Training, Competency Standards, or their equivalent.
- For Assessors - Demonstrated achievement of at least the three assessor competencies from the Certificate IV in Assessment and Workplace Training Competency Standards or their equivalent.
- Industrial experience that is current and relevant to the courses or modules that they are involved in delivering.

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Training Environment

BRIGHTON INSTITUTE (BIT) will meet the following minimum training environment standards:

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation, Fire Exit & Fire Safety.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Marketing and Recruitment

BRIGHTON INSTITUTE (BIT) will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students always in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and that defensible, equity and access principles are observed.
- Educational Agents who are representing BRIGHTON INSTITUTE (BIT) must always work in an ethical and responsible manner

Student Information and TEAMS Student Record Management System

BRIGHTON INSTITUTE (BIT) will advise prospective students of:

- its Scope of Registration
- application processes and selection criteria
- fees and costs involved in undertaking training
- fee refund policy
- qualifications to be issued on completion or partial completion of courses
- competencies to be achieved during training
- assessment procedures including recognition of prior learning
- complaints procedure
- staff responsibilities
- facilities and equipment
- Student support services

Information Management System

- The institute's student management system is called TEAMS. Amongst other benefits, this system will provide access to student records.

Access and Equity Operating Principles

BRIGHTON INSTITUTE (BIT)

- Aims to ensure that access to employment and training is available, regardless of gender, socio-economic background, disability, ethnic origin, age,or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.

- Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.

Staff and students are always required to comply with the Access and Equity Requirements.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact student services.

CODE OF CONDUCT

1. BRIGHTON INSTITUTE (BIT) shall always act with integrity in dealings with all students, staff and members of the community.

2. BRIGHTON INSTITUTE shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
   a. ASQA, and the Australian Quality Training Framework (AQTF) 2007 National Standards for Registered Training Organisations.
   b. The Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
   c. Commonwealth/State Legislation and regulatory requirements.

3. BRIGHTON INSTITUTE (BIT) will ensure:
   a. The provision of adequate facilities in which to conduct training programs
   b. The employment of qualified staff and maintenance of their qualifications
   c. The accuracy of any marketing and promotional advertising material
   d. Compliance with an acceptable refund policy
   e. Compliance with current Occupational Health and Safety and Duty of Care requirements
   f. The maintenance of adequate records and security of all current and archival records
   g. Students may request to re-check their records.
   h. The maintenance and continual improvement of a Quality Assurance System

4. BRIGHTON INSTITUTE (BIT) undertakes to maintain quality training and to uphold the highest ethical standards.

5. BRIGHTON INSTITUTE (BIT) undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of conduct.

6. BRIGHTON INSTITUTE (BIT) shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct.

All people involved at BRIGHTON INSTITUTE (BIT) must show respect and courtesy to others at all times. Every person at BRIGHTON INSTITUTE (BIT) has the same right to deliver or receive education in a safe, supportive environment.

STUDENT CODE OF CONDUCT

Each student at BRIGHTON INSTITUTE (BIT) must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Consume food and drink only in the designated student common area. Therefore, you should not eat or drink (water excepted) in the classrooms or hallways.
- Always use English.
- Do not smoke or carry/consume alcohol on BRIGHTON INSTITUTE (BIT) property.
- Do not cheat on assessments
- Illegal drugs are expressly forbidden from being brought into any of BRIGHTON INSTITUTE (BIT) premises. Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the Institute. This disrupts the rights of other students to learn.
- Be considerate of others when taking lifts. You must always show courtesy and respect to other users. As our student, you represent our Institute. It is accepted practice that you must let people leave the lift before boarding yourself. You must not push in, but instead wait your turn to board the lift.
- Do not discriminate against any person associated with BRIGHTON INSTITUTE (BIT) because of race, religion, creed, nationality, sex, or any other individual difference. Every person at BRIGHTON INSTITUTE (BIT) has the same rights as you, regardless of these differences.

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves or BRIGHTON INSTITUTE (BIT). Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

1. **Health & Safety**

    Students are required to observe any lawful directions given by a staff member of BRIGHTON INSTITUTE (BIT) in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the OH&S Legislation.

    Hospitality students should be aware that they will be working on their feet for long hours, may have to lift heavy kitchen equipment and hot food. Cutting equipment, including knives can be very sharp, and present a risk of cuts to the student unless appropriate care is taken.

    Automotive students should be aware that an automotive environment may be dirty and noisy. They may be required to lift pieces of automotive equipment and car parts. Care should be taken when lifting to avoid potential injury.

    ALL STUDENTS MUST PURCHASE AND USE THE REQUIRED PERSONAL PROTECTIVE EQUIPMENT.

2. **Property**

    All property of BRIGHTON INSTITUTE (BIT) as well as that of individuals shall be respected. The unauthorised entry into, use, theft, damage, or destruction of BRIGHTON INSTITUTE (BIT) buildings, equipment or property is prohibited.

3. **Smoking**

    Smoking is not permitted inside BRIGHTON INSTITUTE (BIT) building or Field Placement premises. For details, see Smoke Free Policy or visit our website **www.bit.edu.au.**

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4. **Drugs and Alcohol**

No alcohol or prohibited substances are to be brought onto any campus or to any external classes/excursions. The consumption, use, sale or distribution of alcohol and/or prohibited drugs on any BRIGHTON INSTITUTE (BIT) premises is strictly forbidden. The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, and other infractions that may be carried out.

5. **Possession of Dangerous Items**

Students must not use or carry prohibited and/or dangerous articles/weapons within any of BRIGHTON INSTITUTE (BIT) buildings or any field placement premises.

6. **Disruptive Behaviour**

The appropriate authority will be called to deal with students who:

- *Obstruct or disrupt any official meeting, ceremony or other activity*
- *Refuse to leave a property after being reasonably requested to do so*
- *Assault or attempt to assault any person whilst training*

A formal discipline / warning system exists and continued disruptive behaviour may result in students being expelled and DHA advised.

7. **Participation**

Students are required to attend and participate in all classes, unless compassionate or compelling circumstances develop. Should you not be able to fully participate you must speak with student support. If you are going to be absent, you are required to inform the administration office by telephone as soon as possible. Evidence must be provided, such as a valid medical certificate etc.

8. **Phone Calls**

Students are not to receive phone calls during training hours. ***Mobile phones must be turned off before training commences.*** Where students need to receive a very important message via phone, they must inform their Trainer prior to the commencement of class so suitable arrangements that do not disrupt the class can be made.

9. **Housekeeping**

Students are expected to keep their campus clean by using the bins provided and leaving classrooms and common areas neat and tidy. Students need to be mindful and respectful that BRIGHTON INSTITUTE (BIT) classrooms, common areas and computer labs are areas for education. As such students must not play music or other media for entertainment purposes that interfere with the educational experience of others. Additionally, the lifts are common areas of the building and it is expected that students will not infringe on the rights of other users.

10. **Bullying and Harassment**

BRIGHTON INSTITUTE (BIT) will not tolerate any harassment, victimisation, bullying or any conduct that has the purpose or effect of interfering with an individual's performance, and/or creating an intimidating, hostile or offensive learning environment.

11. **Sexual Harassment**

- BRIGHTON INSTITUTE (BIT) will not tolerate sexual harassment. Sexual harassment is any deliberate verbal or physical sexual conduct that is unwelcome and uninvited. Sexual harassment may include such actions as: leering, patting, pinching, touching or unnecessary familiarity.
- Persistent demands for sexual favours or outings
- Display of offensive posters, pictures, or graffiti
- Crude and/or rude jokes, derogatory comments, offensive written messages, or offensive telephone calls/messages

12. Computer Laboratories

Computers and networks can provide access to resources on and off campus, as well as the ability to communicate with other users worldwide. Such open access is a privilege and requires that individual users act responsibly. Users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. Misuse of computing, networking, or information resources may result in the restriction of computing privileges and/or suspension or cancellation of enrolment. Refer to Computer Usage policy.

13. English Language

Students are expected to speak English during BRIGHTON INSTITUTE (BIT) training sessions. The Trainer must be able to understand the interactions between all learners in the classroom.

14. Academic Expectations

The following outlines the academic requirements of all students enrolled at BRIGHTON INSTITUTE (BIT):

- o Attend and participate in all classes (for international students this means 20 hours per week of face to face training)
- o Always speak English in the classroom
- o Maintain satisfactory course progress
- o Submit assessments by the due date or obtain an extension
- o Attend in-class assessments on the date specified
- o Arrange with your trainer/assessor to obtain class work when absent and catch up with missed learning
- o Do not employ unauthorised aids when undertaking assessment tasks
- o Do not procure, provide, or accept any unauthorised materials that contain questions or answers to any assessment task
- o Do not complete, in part or in total, any assessment task for another student
- o Do not allow any assessment task to be completed, in part or in total, for yourself by another person
- o Do not plagiarise or copy the work of another person and submit it as your own work
- o Do not alter marked assessments and then resubmit them for remarking without proper authorisation by a Trainer/Assessor
- o Do not provide your assessments, in part or in total, to any other student in current or future classes of the course
- o Do not procure or accept assessments from current or previous students
- o Do not use another student's course work, in part or in total, to develop, complete or correct your own course work without proper authorisation.
- o **IMPORTANT IN ORDER TO OBTAIN A STATEMENT OF ATTAINMENT OR FULL CERTIFICATE ALL ASSESSED WORK MUST BE TO THE REQUIRED STANDARDS.**

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact BIT Reception.

GENERAL INFORMATION

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

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All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities. All Students who meet our entry requirements will be accepted into any of our courses where a place exists. Where our courses have a limited number of available places, these will be filled in order of completed applications.

BRIGHTON INSTITUTE (BIT) is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, Victorian Equal Opportunity Act 1995, VIC Anti-Discrimination Act 1977, Disability Discrimination Act 1992 and the Age Discrimination Act 2004.

Any issues or questions raised regarding access and equity can be directed to the General Manager.

Change of Enrolment

Change of enrolment is subject to program availability. It will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the Program Coordinator and student agree on the benefits of the change and it does not disrupt other students. Refunds for a change of enrolment are subject to the Refund Policy.

Change to Personal Details

If there are changes to your personal details, particularly changes to your address and telephone number, notify the Institute immediately. This should be done by filling in a *Changes to Personal Details* form, available from Reception. Important notices will not reach you if the Institute does not have your current address. In addition, it is a requirement of a student's visa to keep the Institute informed of your change of address within seven days.

Common Room

Students are encouraged to use the facilities available in the Student Common Room on the main campus. There are:

- tables and seats for you to eat your lunch
- computers with Internet access for you to study
- a kitchen area, complete with a sink, microwave, tea and coffee facilities

Computer Labs
BIT has two well-equipped Computer/Laptop Labs that provide internet facilities to students for preparing their assignments and research projects and practicing their English using the installed programs.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a **mandatory requirement** for anyone wishing to complete Nationally Recognised Training and receive a certificate as of 1 January 2015. Each time a student completes nationally recognised training the RTO must collect and verify their USI before they can issue a qualification or statement of attainment.

The USI scheme allows students to access a single online record of their VET achievements. Each student will be assigned a USI prior to starting their course. Brighton Institute of Technology (BIT) will obtain and verify the student's USI at the time of enrolment. BIT will comply with the Student Identifiers Act 2014.

The USI is an identifier known only to the issuing RTO, the student and the department. It does not appear on any certificates, statements of attainment or other public documents issued by BIT. It is in the student's best interest

to keep this identifier in a safe place. If the student forgets their USI it is possible to retrieve the information from the Department's web site https://www.usi.gov.au/

People exempt from USI
International students undertaking their entire VET course outside Australia (also known as offshore training), or Students who have completed their VET training prior to 1 January 2015 but have not yet been issued with a qualification or statement of attainment in respect of that training, or Students who have applied for and obtained an individual exemption in writing from the Student Identifiers Registrar because they have a genuine personal objection to being assigned a USI.

Setting up a USI
If the student has not already obtained their USI, then BIT will apply for the USI on their behalf at the time of enrolment. The student will need to sign BIT's Unique Student Identifier (USI) Consent Form giving BIT authorisation to apply on their behalf. The student will need to provide at least one (1) form of ID from the list below in order for BIT to apply for their USI.
Student forms of ID:
- Driver's Licence
- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *Birth Certificate extract is not enough
- Certificate of Registration By Descent
- Citizenship Certificate
- ImmiCard

Where a student has provided a USI it will be verified by student services staff before being used for the student.

AQF qualifications and statements of attainment **cannot** be issued until a student has provided, or Brighton Institute of Technology has applied for a student's USI on their behalf. The USI will not be included on the Testamur, Statement of Attainment or Record of Results.

Your USI information is your information and is protected by the Privacy act, as detailed in the following Privacy notice

Privacy notice
I understand that the information provided by me through the USI application:

is collected by the Student Identifiers Registrar for the purposes of processing my application for, verifying and giving a USI, resolving problems with a USI, and creating authenticated VET transcripts.
May be disclosed to:
Commonwealth and State government departments and agencies, Boards of Study, and specified VET-related bodies for:
- the purposes of administering and auditing vocational education and training ('VET'), including VET providers and VET programs.
- education related policy and research purposes; and
- to assist in determining eligibility for training subsidies.
- VET Regulators to enable them to perform their VET regulatory functions.
- VET Admission bodies for the purposes of administering VET and VET programs.
- current and former registered training providers to enable them to deliver VET courses to me, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies.
- schools for the purposes of delivering VET courses to me and reporting on these courses.

- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics.
- researchers for education and training related research purposes.
- any other person or agency that may be authorised or required by law to access the information.
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without my consent unless authorised or required by law.

I understand and acknowledge that giving of false or misleading information is a serious offence.

LEGISLATIVE REQUIREMENTS

The Australian Government is committed to ensuring students have a great education experience in Australia. Therefore, various legislations have been enacted to safeguard the interest of both education providers and students.

BRIGHTON INSTITUTE (BIT) is also subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, to students as our customers, and relate to the industry that we are conducting training for.

The legislation that particularly affects your participation in Vocational Education and Training include:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act and National Privacy Principles (2001)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Education Services to Overseas Students (ESOS) Act 2000
- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000
- Education Services to Overseas Students (ESOS) Regulations 2019

Only education institutions registered under the ESOS Act and listed on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) can enrol overseas students to study in Australia on a student visa.

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation are designed to protect the interests of students coming to Australia on student visas and govern the responsibility of education providers towards overseas students through:

- The ESOS legislation and recent reforms
- The National Code
- The Overseas Students Ombudsman
- The Tuition Protection Service
- The National VET Regulator Act

The National Code is a legislative instrument of the ESOS Act and applies to providers of education to students on student visas in all sectors. National Code requirements are in addition to the standards for specific sectors.

For more information on ESOS, CRICOS, National Code visit https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

STUDENT ORIENTATION

As per **Standard 6.1 of National code 2018**, BIT provides assistance to students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- student support services available to students in the transition to life and study in a new environment
- language, literacy and numeracy support
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes; and
- any student visa condition relating to course progress and/or attendance as appropriate

You are required to take part in Orientation Day, which starts on the first day of your course and is organised to inform new students about the study program, their faculty, units of courses and most of the aspects of life at BIT. At the orientation you will also be informed of any uniform or equipment you may need to purchase, all tools and equipment for practical courses are provided by BIT.

You can attend student art exhibitions and careers forums and enjoy a host of other activities throughout the year. We ensure that our students learn in an environment free from harassment or discrimination. We are pleased to provide community support personnel for our students. Along with the staff on campus, many support personnel provide services to our students and these include:

- Religious Groups and Churches
- Ethnic and Cultural groups

Orientation day not only provides you an opportunity to become familiar with the campus but also the City of Melbourne.

STUDENT SUPPORT SERVICES AND COUNSELLING

As per **Standard 6.3 of National code 2018** BIT shall provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues.

BRIGHTON INSTITUTE (BIT) aims to identify and respond to the learning needs of all students. Diverse student learning needs are catered to and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the Institute may come at a charge determined by the provider of the service.

All students needing counselling, study skills assistance or practical help should make an appointment with the Student Support Services Officer, on the Main Campus. An appointment can be made at reception. Students requiring assistance with course progress should contact the student support services as soon as possible.

Personal Counselling Services are available to all students and may take the form of advice or referral to other services. Personal counselling services are provided in accordance with the Institute's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

If you are concerned with your academic progress our members of staff will ensure that the full resources of BRIGHTON INSTITUTE (BIT) are made available to assist you to achieve the required level of competency in your program. If your needs exceed our capacity, we will refer you to an appropriate external agency.

If you would prefer to consult an alternative professional counsellor, below are some local names and numbers that you can contact: -

Counselling 24-hour assistance lines:

Lifeline	13 11 14	
Australian Red Cross	8327 7922	www.redcross.org.au
Salvation Army	1300 627 727	www.salvos.org.au
Mensline Australia	1300 78 99 78	https://www.mensline.org.au
National Association for Loss & Grief (Vic.)	9650 3000	www.nalagvic.org.au
Suicide Helpline Victoria	1300 651 251	www.suicidehelpline.org.au
Victorian Sexual Assault Crisis Line	1800 806 292	www.rwh.org.au/casa
Anglicare Victoria	(03) 9412 6133	https://www.anglicarevic.org.au
Family Dispute Resolution	1800 050 321	www.familyrelationships.gov.au

For Medical service and support in the vicinity of main campus and other training locations, students may contact the following:

CAMPUS LOCATIONS	MEDICAL & HEALTH SERVICE
Main Campus At Bourke Street, Melbourne	Swanson Street Medical Centre Level 3, 423 Bourke Street. Melbourne VIC 30000 Phone: (03) 9642 2456
Automotive Workshop At Docklands	Victor Harbour Medical Centre. 850 Collins Street Phone: (03) 9629 1414

LANGUAGE LITERACY AND NUMERACY SUPPORT

Literacy, language and Numeracy (LLN) assistance is provided to students who need it. Information will be provided to students regarding support and assistance for LLN (Language, Literacy and Numeracy) prior to and during enrolment.

Initial Assessment

All students after completion of their enrolment and prior to the commencement of their course will be required to be assessed in LLN (Literacy, Language and Numeracy). This must be undertaken and completed prior to commencement of any training program or course. The initial Literacy Language and Numeracy Assessment will be conducted when the student attends orientation, or as soon as practical before the start of the course/program and will assess the 5 following areas

1. Learning
2. Reading
3. Writing
4. Oral Communication
5. Numeracy

The Initial Assessment is used to identify and describe an individual's performance in any of the core skills at a set point in time prior to the commencement of the course or program. This is done using a standard assessment and assessment marking guidelines along with suitably qualified assessors to determine and benchmark the individual's core skill performance. This allows the assessor to identify a student's strengths, weaknesses and needs, so that training can be targeted to the areas of attention and an individual's progress can be monitored over time. This information can also be used to develop core skills profiles of learner groups, assist with curriculum development and continuous improvement

Outcome of initial assessment

The outcome of the initial assessment will allow targeted solutions to be developed and implemented. Students identified as *At Risk* from the initial assessment can be offered a variety of solutions and/or interventions. These can include

1. Completion of further LLN (Language, Literacy and Numeracy) assessments
2. Enrolment in an intensive LLN (Language, Literacy and Numeracy) course or program
3. Deferral of one or more courses whilst completing an LLN course or program

This information can also be used to develop core skills profiles of learner groups, assist with curriculum development and continuous improvement training qualification or unit assessment outcomes. The individual assessment report for each student will remain on the student's file as evidence of the initial LLN (Language, Literacy and Numeracy assessment

Mapping the outcome of the initial assessment

The initial assessment will, if possible, be used to map the core skills requirements of the training course or unit to improve, clarify and articulate core skills expectations, priorities and gaps. This can assist in the identification of similarities and differences between core skills requirements and expectations of performance within and across courses, disciplines and sectors.

Following mapping of course requirements and materials, and identification of learner strengths and weaknesses it will be possible to

- tailor curriculum, materials and methodologies to learner needs
- design and rate core skills assessment instruments
- evaluate the potential usefulness of assessment tasks by identifying the ACSF levels and Performance Features being assessed
- develop self-evaluation tools which increase learner engagement and ownership
- Assist trainers to provide specific feedback on performance.

This also means that units, qualifications or programs involving VET (Vocational Education and Training) and/or LLN (Language Literacy and Numeracy) outcomes, that are required to have integrated assessments, can be monitored accordingly at the initial LLN assessment and the completion of other assessment.

Resources

Support can be customised and developed from variety of sources, e.g., through a student/trainer demonstration, advice from an industry expert, trainer or colleague, a technical manual or a help desk. As a person develops the skills and confidence associated with being an independent learner, the nature and degree of the support required is likely to change. The nature and duration of that assistance may be very different, reflecting the fact that higher level learners have the capacity to initiate and manage their own support processes.

Available resources should include dictionaries, calculators, newspapers, trade journals and industry specific equipment if applicable. Other resources may include textbooks, reference materials and books, access to technology and information either used in or accessed by a workplace

Outcome

When used for assessment purposes, the ACSF assumes that an individual at any level will be able to demonstrate performance within the support levels described and where the context, text complexity and task complexity are appropriate for the level. If further support is still required, this should be considered when benchmarking performance at that time.

An individual's level in the ACSF is described as 'exit level'; that is, a person can demonstrate what is required at that level. If a person is not able to demonstrate what is required at that level, they are rated as being at the lower level.

Trainer Skills

Trainers/Assessors must have appropriate skill, knowledge and expertise in either LLN or vocational proficiency to be able to assess students. Trainers and assessors should have the ability to contextualise assessments and resources, use technology and use different teaching methodologies.

Reasonable Adjustments to assessments may be required if deemed necessary after consultation with students' trainers, responsible academic staff, and the LLN assessor.

Adjustments of Learning and Assessment Material

There are several methods that can be used to make reasonable adjustments to assessment processes and procedures that allow for the LLN skills of students, without compromising the integrity, validity, rules of evidence or rigour of the assessment process

These can include
1. Asking students to demonstrate their skills, either in the classroom, in a simulated work environment or on the job
2. Interviewing and oral questioning of the student and recording the conversation either written or electronically for evidence of assessment.
3. Using signs, pictures or graphics to present learning and assessment material
4. Providing audio or video taped material to students
5. Writing material in plain English
6. Providing oral feedback and instructions to students

CRITICAL INCIDENT POLICY & PROCEDURE

As per **Standard 6.4 of National code 2018**, BIT has its Critical Incident Policy and Procedures in place. This standard mandate BIT to have a documented critical incident policy together with procedures that covers the

action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

The National Code defines critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

- Critical incidents are not limited to, but could include:
    - missing students
    - severe verbal or psychological aggression
    - death, serious injury or any threat of these
    - natural disaster; and
    - issues such as domestic violence, sexual assault, drug, or alcohol abuse
- Non-life-threatening events could still qualify as critical incidents

For detailed Critical Incident Policy and Procedure visit BIT website www.bit.edu.au

STUDENT COMPLAINTS, GRIEVANCE PROCEDURES AND APPEALS (Standard 10 of National code 2018)

*Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Equal Opportunity Commission Victoria.

The initial institute contact person for any matters concerning complaints, grievance procedures and appeals is:

Compliance Manager, Tel: 9642 1770

Client Complaints

The institute will attempt to resolve all verbal and/or written client complaints initially through discussion and conciliation.

Procedures:
- The institute will maintain a Complaints/ Grievance Register, and a Complaint Form, which will allow identification and detail of the following:
    - Submission date of complaint
    - Nature of complaint
    - Date/s when cause of complaint occurred
    - Attachments (if applicable)
    - Determined Resolution
    - Date of Resolution.
    - Independent Dispute Resolution (Overseas Student Ombudsman)

Grievances

All grievances should be approached with an open mind and should be resolved through discussion and conciliation. With help from appropriate personnel.

Procedures:
- The institute will issue a copy of the Grievance Policy and Procedure to all new employees and clients under the RTO Conditions of Registration/Endorsement:

- Any written grievance will be documented in the Complaints/Grievance Register and the process will be scheduled to commence within ten working days of the date of submission of the complaint/grievance and every attempt shall be made to resolve the problem as soon as is practicable.
- Each party may be accompanied and assisted by a support person at any relevant meetings.
- If the client/student chooses to use the institute's process, the institute will maintain the enrolment status of the client/student for the duration of the complaints/appeals process.
- If the grievance is unable to be resolved, the staff member contacts and arranges for an appropriate external and independent agent to act as mediator between the parties. The Overseas Students Ombudsman provides a free and independent service to handle complaints and/or appeals (phone 1300 362 072).
- If a grievance is associated with assessment results, the staff member, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the student accordingly.
- All applicants shall be given the opportunity to formally present their case to the mediator
- The applicant shall be notified in writing of the outcomes of the grievance and the reason(s) for the decision.

Appeals Procedures:

- Upon resolution of a complaint or grievance, the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing
- The institute will include all appeal details in the Appeals Register.
- If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable timeframe by an independent third-party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process
- If the appeal is to dispute the outcome of a grievance other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case
- Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented by the staff member in the Appeals Register.
- Where the final decision in the process is in favour of the student, the Institute will immediately implement a decision and/or corrective and/or preventative actions required and notify the student of the outcome.
- If the student is not satisfied with the outcome or the process, he or she is advised to contact the BIT reception.

Standard 8.2 of the National code 2018 **requires BIT to have arrangements in place for a person or body independent of and external to BIT to hear complaints or appeals arising from the BIT's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.**

Standard 8.3- National code 2018 states that if the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, BIT advises the student of his or her right to access the external appeals process at minimal or no cost.

Examples of an external or independent body or person may include:
- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

The Overseas Students Ombudsman is a free and independent service (phone 1300 362 072)

OVERSEAS STUDENTS' OMBUDSMAN (Standard 10 of National code 2018)

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

The Ombudsman:
- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman

The Ombudsman can only investigate a complaint if:
- it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS)
- the problem relates to an overseas student who is already studying in Australia on a student visa or is intending to come to Australia soon

The Ombudsman cannot investigate a complaint if:
- it relates to a public or government education provider. These complaints can be directed to the Ombudsman for your state or territory

The Ombudsman may also decide not to investigate complaints if:
- the complaint has not first been raised with the education provider
- another organisation is better able to help

Complaining to the Ombudsman:

1. Online: A student can make a complaint online by visiting the website of Ombudsman and completing the online complaint form at http://www.ombudsman.gov.au

2. Telephone: Students can contact OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072. Outside Australia, call +61 2 6276 0111

3. Using an interpreter: If a student wants to make a complaint in his/her own language then they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

4. If you are deaf, hearing or sight impaired: Students can contact OSO via the National Relay Service. Teletypewriter (TTY) users' phone 133 677 and then ask for 1300 362 072. Speak and Listen users' phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072

5. Mail: Students can write a letter and post it to:
Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
AUSTRALIA

Brighton Institute of Technology Pty Ltd   **CRICOS Provider Code 02552G, RTO No 21438**
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COMMONWEALTH OMBUDSMAN

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Overseas Students

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The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman

The Commonwealth Ombudsman:

- can investigates complaints about problems that intending, current or former overseas students have with **private** schools, colleges and universities (education providers) in Australia.
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishes reports on problems and broader issues in international education that we identify through investigations.

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The Commonwealth Ombudsman can investigate complaints from international students about private education providers in Australia

Related

- Overseas Students
- International Students
- Private education providers
- Overseas Students Ombudsman publications
- Online Complaint Form.

Ombudsman Investigation Process:

The Overseas Students Ombudsman investigates in an independent and impartial way. The Ombudsman does not advocate for the student or the provider. Complaint investigations are conducted in private and are normally informal.

When a complaint is received, an assessment is first made about whether it is an issue that the Ombudsman can investigate. In some cases, the Ombudsman may decide not to investigate a complaint. This might be because:

- the student has not complained to the education provider first, or
- another organisation is better able to deal with the complaint

If the Ombudsman decides **not** to investigate, they will state the reasons for the same to the complainant.

If a decision is made to investigate a complaint, the Ombudsman will ask the education provider about the problem. The Ombudsman may request relevant documents, or information such as student records from the provider. The Ombudsman can use formal powers to obtain documents from the provider. The Ombudsman also has the power to enter premises or require a provider to answer questions as part of an investigation.

Standard 8.4 of National code 2018 requires that the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing. The National Code Explanatory Guide says this means that the provider must maintain the student's enrolment (i.e., not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the provider's decision to report. The Ombudsman will notify the provider when it commences an external complaint and appeal process and when this process is completed.

If, however, the student lodges an external appeal outside providers stated timeframe of reply, the provider can report the student under Sec 19 of the ESOS Act. However, the Overseas Students Ombudsman can still investigate the complaint whether or not the student has been reported.

The provisions of **Standard 8.5 of National code 2018** also still apply, which means that if the Ombudsman's investigation results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Decision of Ombudsman:

At the end of an investigation the Ombudsman may conclude that the provider has not acted unreasonably and will advise the student and the provider of this decision.

In other cases, the Ombudsman may conclude that the provider failed to take appropriate action, or the action appears to have been:
- contrary to law
- unreasonable, unjust, oppressive, or improperly discriminatory or
- otherwise, in all the circumstances, wrong

Where that happens, the Ombudsman may recommend that a provider remedy the problem for example by:
- apologising to a student
- reconsidering a decision affecting a student
- providing a refund
- providing clearer information or
- changing a policy or procedure

Education providers are given an opportunity to comment on any recommendations made by the Ombudsman. Providers will be asked to detail how the recommendations will be implemented, and the Ombudsman will follow up to see that this has occurred.

If the Ombudsman finds evidence which suggests misconduct, the Ombudsman can notify the provider's principal executive officer.

Education providers are expected to comply with Ombudsman recommendations unless they have good reasons for not doing so. Education providers have an opportunity to give these reasons to the Ombudsman before an investigation is finalised. If they do not act on the recommendations, the Ombudsman may publish a formal report. **Standard 8 of the National code 2018** states that providers must immediately implement any decision, and/or corrective and preventative action, required by an external complaint handling or appeal process.

For more details and FAQ's please visit Overseas Students Ombudsman website http://www.oso.gov.au/

The Overseas Students Ombudsman does not handle some quality related complaints.
For example:
- the qualifications and experience of your teachers
- the quality of the teaching in your course
- the resources at your school, college or university, for example: equipment, library resources
- the building, classroom and amount of space available for your course
- issues concerning the relocation of your school, college or university campus

If students have a complaint about any of the above issues, - either the Australian Skills Quality Authority (ASQA) or the Tertiary Education Quality and Standards Agency (TEQSA) are better suited to handling these types of complaints, which are considered under **Standard 14 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).**

If your education provider is teaching courses in vocational education and training or English language, you need to contact ASQA**.**

ASQA's contact details are:

Phone: Call the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday. If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the Australian Skills Quality Authority on 1300 701 801, between 9.00 am and 7.00 pm EST, Monday to Friday.
Postal Address: ASQA.GPO Box 9928, Melbourne, VIC, 3001.
Web: www.asqa.gov.au
ASQA Office: Level 6, 595 Collins Street, Melbourne

OCCUPATIONAL HEALTH AND SAFETY

BRIGHTON INSTITUTE (BIT) is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

If you have any questions about safety, prevention of accidents or the correct use of equipment, please ask one of your trainers.

If you are aware of an accident or faulty equipment, please notify your trainer or reception. If you witnessed an accident, please fill out the Incident Report form.

- **Disability Discrimination Act 1992**

Under this Act:

Enrolment and Student Participation:

It is unlawful for the BIT to discriminate against a person on the ground of the person's disability or a disability of any of the other person's associates by refusing or failing to accept the person's application for admission as a student, or in the terms or conditions on which it is prepared to admit the person as a student.

It is unlawful for the Institute to discriminate against a person on the ground of the person's disability or a disability of any of the other person's associates by denying student access, or limiting student's access to any benefit provided, or by expelling the student, or subjecting the student to any other detriment.

It is unlawful for the BIT to discriminate against a person on the ground of the person's disability by developing curricula or training courses having content that will either exclude the person from participation or subject the person to any other detriment; or by accrediting curricula or training courses having such content.

It is not unlawful for BIT to discriminate against a person or student on the ground of the disability if avoidance of that discrimination would impose unjustifiable hardship on the Institute.

HARASSMENT

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and fairly treated.

BIT is an equal opportunity employer and education provider. All employees and students are treated on their merits, without regard to race, sex, marital status or any other factor not applicable to their situation.

BRIGHTON INSTITUTE (BIT) does not tolerate any form of harassment, victimisation, bullying or discrimination.

Discrimination and bullying undermine proper harmonious relationships and may cause low morale, absenteeism and resignations amongst staff and absenteeism and poor results for students.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and leading by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Managers and other supervisors and staff are required to ensure that all employees and students are treated fairly and equitably and are not subject to discrimination. They will also ensure that complainants and witnesses are not victimised in any way.

Any reports of discrimination or bullying will be treated seriously by this Institute, and will be investigated promptly, thoroughly, confidentially and impartially. A written complaint may not be required. Disciplinary action will be taken against anyone found guilty of discriminating against a co-worker, student or fellow student. Disciplinary action may involve a warning, transfer, counselling, demotion, dismissal, or expulsion, depending on the circumstances.

Staff and Students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.
'Discrimination' - is treating someone unfairly or unequally simply because they belong to a different group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of BIT.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment and denial of access to resources or work.

What can you do if you are being discriminated against, harassed or bullied?

- All staff and Students have a right to work in an environment free of any form of harassment and discrimination,
- Directly inform the alleged offender (verbally or in writing) that you object to their behaviour and that you do not want it repeated, OR

- If this does not resolve the situation or if you do not feel able to undertake such an approach, you can speak to a Student Support Services Officer or member of BRIGHTON INSTITUTE (BIT) Management who will advise you in strict confidence, OR
- Lodge a Formal Complaint / Appeal; OR a further option is to contact the Office of the Commissioner for Equal Opportunity for advice.

Victorian Equal Opportunity & Human Rights Commission,
Level 3, 204 Lygon Street,
Carlton, Victoria, Australia
Telephone: (03) 9281 7100
Email: information@veohrc.vic.gov.au

These are government organisations that operate in complete confidence and aim to settle such matters in an informal way. However, if conciliation is unsuccessful, the Commission can refer matters to the Equal Opportunity Board which can hand down legally enforceable decisions. Do not ignore harassment, bullying, victimisation or discrimination, thinking it will go away. Silence gives the impression that it is acceptable.

BIT is committed to providing an environment, which is safe for its employees and students and free of discrimination, harassment and bullying. Students will not be disadvantaged in their opportunities as a result of lodging a complaint. Your support is sought in monitoring and avoiding practices, attitudes and traditions which lead to discrimination and bullying.

STRESS

Studying can be very rewarding, but it can also be stressful. In order to minimise stress, consider adopting the following strategies:
- Organise your notes and handouts so they can be easily retrieved.
- Design a personal study timetable and use it! All subjects require work in and out of class time.
- Manage your time so you can stick to your study timetable.
- Use your student diary, clearly indicating when assignments are due, group meetings are scheduled and any other important dates.
- Start your assignments when you receive them. Don't leave them until the last minute.

If you are having difficulties, see your trainer immediately. If you are having problems with something it is likely that other students are too. If you feel that you are not able to manage your stress effectively, please see the Student Support Services Officer at the earliest possible opportunity.

EMERGENCIES

If the Institute needs to be evacuated the safety wardens will give you instructions.

Fire
If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the trainer's instructions. With your trainer, walk down the nearest Fire Exit Stairs quietly and calmly. The allocated safety warden for your area will guide you to exit the building. The trainer will then mark the attendance register to make sure all students present at the institute are safe and accounted for.

Bomb Scare
Follow the staff's instructions.

Building Alarms
Follow the staff's instructions.

Evacuation

In the case of emergency or a fire drill your cooperation is appreciated. Follow your trainer's instructions and leave the premises in a calm and orderly manner. Designated meeting places are indicated on evacuation signs throughout the building. Students are to remain with their classroom trainer and return to class after the "all clear" instruction has been given.

EMERGENCY CONTACT LIST AND EMERGENCY PROCEDURE

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre [24 hours]	131 126
Care Ring : 24-hour counselling service	136 169
Life Line: 24 hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only].	9341 1040
Maritime and Aviation Rescue	9674 3000
Nurse On Call : AMA Victoria's Doctor Search	1300 606024

For more emergency services numbers visit:
http://www.onlymelbourne.com.au/melbourne_details.php?id=4518

EMERGENCY PROCEDURE

It is most important that you are aware of the correct procedures to follow in emergency situations. If you are attending classes, or present at a BIT location and anything happens to you, or to a fellow student, or to anyone, please follow the steps detailed below.

If you are NOT attending classes and/or are NOT present at a BIT location and an emergency situation arises, please telephone 9642 1770 (if you are not in Victoria please telephone (03) 9642 1770) and advise a BIT member of staff of the situation.

1. MEDICAL EMERGENCY:

- Make sure there is no danger to you or to the victim(s)
- If possible, advise a BIT member of staff of the emergency
- If necessary, you may be required to:
  CALL an AMBULANCE – DIAL 000, POISONS 13 11 26
- Someone will ask what service you need – tell them "AN AMBULANCE". They will then put you through to the ambulance service who will ask you some questions.
- Check that you know the address where you are so you can tell the ambulance officer.
  ADDRESS: 380 BOURKE STREET, MELBOURNE
- Keep the victim calm and get help.
- If the person is conscious, ask questions and get information such as:
  - How did this happen?
  - Are they in pain and where is the pain?
  - Has it happened before?
  - Are they on medication?
  - Who is their next of kin or is there someone they should notify?
  - AND ANY OTHER INFORMATION you can get
- If the patient is NOT conscious:

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- o Do not disturb or move the patient unless the injured person is in further danger. Call for help.
- o Check if the person has a medical bracelet or locket with information, e.g., diabetes, heart condition, epilepsy, etc.

All of the above helps to ensure that the sick or injured person receives the most appropriate treatment from the ambulance officers and the hospital staff.

2. CHEMICAL SPILLS AND TOXIC FUMES:

If there is a large spill of chemicals or you are experiencing strong fumes:
- Tell a staff member of BIT about the emergency
- You may be required to dial 000. Someone will ask what service you need – tell them what the problem is – either toxic fumes or a chemical spill. They will usually put you through to the fire service who will ask you some questions, give them all the information you can:
  - o Address of the spill location
  - o Type of chemical (if known)
  - o Is there a risk of fire?
  - o Is anyone hurt and how many?
- evacuate the area
- Ask everyone to move to a safe area in an orderly fashion. Keep people together so that you can account for everyone
- Most chemicals have toxic fumes. Depending on the amount of chemical spilled, you may need to evacuate the whole building or just the affected area
- if possible open the windows and doors to allow the fumes to escape
- if there is a danger of fire, evacuate and leave it to the professionals to deal with

3. GAS LEAKS ARE ALSO TOXIC

- Contact a member of staff. If possible, turn the gas off at the mains and open the doors and windows to allow the fumes to escape.
- DO NOT SMOKE OR CREATE A FLAME! This can cause an explosion.
- If there is a risk of fire, or explosion, evacuate immediately.

4. SMALL SPILLS

Contact a member of staff. These should be cleaned up immediately to avoid the chemicals getting into drains. Follow the supplier's directions.

IN CASE OF EMERGENCY

EVACUATION TIPS

- DIAL 000 or notify BIT staff.
- Check that no one else is in the area.
- If there is no danger to you, assist any injured people.
- Leave via the nearest emergency exit.
- Do not use the lifts.
- Go direct to the designated meeting point (Front of Galleria on Bourke Street).
- Remain there until a BIT staff member has checked that everyone is present.
- Do not leave this area until you are told to leave by a BIT staff member, or the police.
- Do not go back into the building until the police or fire brigade tell you it is safe to do so.

DRESS CODE

Students are required to dress in a neat manner that does not offend others. Skimpy clothing, beachwear, bike shorts, tight/crop tops, very short skirts and thongs are considered inappropriate. Trainers have the right to refuse permission to enter a classroom if they consider a student's dress to be inappropriate. It can be a good idea to start accumulating a 'work appropriate' wardrobe now. Think about all the time and money you will save at the end of your course when you have to attend all those job interviews!

All students should be aware that the correct work uniform needs to be worn to all practical classes. This will be made available to toy by BIT and your trainers will explain the correct way to wear it. Failure to wear the correct uniform to a practical class will result in you not being allowed into that class.

ID CARDS (Student cards)

Student cards are available from Reception and will be issued at the time of enrolment. This card is used within the Institute when requested and will enable you to get some student entry discounts when your class goes on excursions. BRIGHTON INSTITUTE (BIT) students ID card DOES NOT entitle you to concession transport fees. Transport concession is not available to overseas students on a student visa. There is a $10 charge for a replacement card if lost.

WORKING WITH CHILDREN CARD

If you require a "Working with Children" card for any purpose they are easily obtained. Just go to https://www.workingwithchildren.vic.gov.au/individuals/applicants/how-to-apply-1 and follow the online instructions. Working with Children cards are free for volunteers but as an employee you will need to pay a fee. Currently $123.20 but this may change at any time.

COMPUTERS AND PRINTING

The Computer Labs are for the use of all BRIGHTON INSTITUTE (BIT) students for study purposes. Nearing the time assignments are due, the computer labs can become very busy. All students will receive computer access upon arrival. This allows you to access the World Wide Web and your email. If you are having problems logging on, please see the staff at Reception.

The computers and Internet are to be used for study purposes. Students who are found using the computer/internet resources inappropriately or for purposes other than study may have their access suspended. Please use the computers in a sensible and mature manner to ensure everyone has the opportunity to print their assignments. Refer to *Computer Usage Policy* in this Handbook for more information.

LENDING YOUR PROPERTY

Students are advised not to lend any of their original work or textbooks to another student. If working in a group and the need to share your work arises, you should photocopy it and keep the original. Alternatively, make sure you retain a soft copy. No extensions on submission dates will be given to students who do not have their assignment because they have given it to another student.

SECURITY

Although the Institute takes every care to provide a secure study environment, students are strongly advised to keep personal and valuable items with them at all times when on the Campus. The Institute is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings, notify reception immediately.

LOST AND FOUND

If you lose or find something inside the Institute building, please report it to Reception. Please mark your name on all articles you use in the classroom. If you lose traveller's cheques or credit cards, report it to the appropriate provider; you may also want to report it to the police. For provider contact details, check the phone book.

MOBILE PHONES

Mobile phones must be switched off during classes and in corridors because they are disruptive for both the trainer and your peers. Using mobile phones during classes is unacceptable unless the trainers accept them for studying purposes.

STATIONERY AND EQUIPMENT

You are expected to have your own stationery, calculators and other study equipment, such as:
- dictionary
- calculator
- typing/computer paper (A4 white)
- red, black, blue pens
- pencil
- eraser
- ruler
- highlighter
- writing paper/notebooks

It is expected that you will have the necessary equipment with you in each lesson. You will have Internet access on campus throughout your studies.

TRAINERS

In Australia, all trainers must have specialist teaching qualifications. Our trainers are both qualified and experienced. They are very familiar with the needs of international students and are committed to working as part of a team to achieve the highest standards and quality outcomes. Do not be afraid to ask if you don't understand something or need further clarification. Your trainer wants to know if you are having difficulties so they can help you before the assignment is due or before you sit the exam.

TRAVEL CONCESSIONS

Your BRIGHTON INSTITUTE (BIT) Student Identification Card is not acceptable evidence for paying a concession fare. In order to pay the concession fare on public transport, you must be a permanent resident of Australia and obtain a Transport Concession Card.

BRIGHTON INSTITUTE OF TECHNOLOGY

CRICOS Provider Code 02552G   RTO No 21438

Level 1 and 2,380 Bourke Street Melbourne, Victoria 3000 Australia.
Phone: +61 3 9642 1770
Email: info@bit.edu.au   Website: www.bit.edu.au

Purpose

1.1 This policy/procedure covers the application, assessment, approval of deferral, suspension and cancellation of students' studies as well as the management of the records associated with these matters. The policy/procedure exists to ensure that students are informed of the grounds on which their enrolment may be deferred, suspended, or cancelled. The ESOS National Code is very specific about when Deferral or Suspension can be approved. This policy applies to international students only.

1.2 The purpose of this policy is to outline the circumstances in which a student can defer, suspend, or cancel their enrolment with Brighton Institute of Technology (BIT) and where BIT can initiate the suspension or cancellation of the student's enrolment on grounds of compassionate or compelling circumstances or in the event of misconduct by the student.

1.3 The policy is in accordance with Standard 9 of the National code 2018 (Registered providers may only enable students to defer or suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.).

2.0 Responsibility

2.1 CEO and Student Administration are responsible for the implementation of this policy.

2.2 The decision to defer commencement of studies, suspend studies or cancel enrolment is made by Student Administration.

2.3 In confirming this decision, Student Administration may consult with other relevant departments in Brighton Institute of Technology (BIT). The Administration Department will be responsible for confirming all necessary actions required under this procedure including notification of the Australian Government through PRISMS and other record keeping.

2.4 BIT will maintain records of all the decisions made by the institute in terms of deferral, suspension and cancelation of students.

3.0 Definitions

3.1 **Deferral:** means delay or postponement of enrolment in, or the continuation of, a program of study for a period initiated by the student.

3.2 **Withdrawal** occurs when the student initiates discontinuation of a program of study for which the student has enrolled.

3.3 **Suspension**: To put studies on hold for a specified period. It means when a student, who has already started but has not completed his /her study or is given leave of absence so their training plan is suspended with the clear intention that the student will recommence at an agreed date in the future (i.e., temporary suspension).

3.4 **Cancellation**: Termination of enrolment. Means that a student is removed from the current students' register at Brighton Institute of Technology before he/she has formally

USE OF PERSONAL INFORMATION

In order to meet our obligations under the ESOS Act and the National code 2018, BRIGHTON INSTITUTE (BIT) is required to collect personal information about international students during the application and enrolment process.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Information collected during your application and enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Services and the ESOS Assurance Fund Manager. In other instances, information collected during your enrolment can only be disclosed without your consent where authorised or required by law.

Personal information which BRIGHTON INSTITUTE (BIT) is required to collect from students includes:

- student details: full name, gender, date and country of birth and nationality; and once the student has established an address in Australia, the student's residential address and telephone contact number
- course details: the CRICOS course code, agreed starting date and if the student didn't begin the course when expected, the expected completion date, and any termination of the student's enrolment prior to the expected completion date; and any change to the identity or duration of the course
- the amount of money BRIGHTON INSTITUTE (BIT) has received prior to issuing a CoE, and an estimate of the total amount the student will be required to pay to undertake the full course
- whether the student has paid for Overseas Student Health Cover (OSHC) before the course starts
- whether the student has undertaken a test to determine his or her level of understanding of English, the name and date of the test and the score the student received for the test
- the DHA office where the application for a student visa was made or is expected to be made; and if the student holds a student visa, the number of the visa; and once studying in Australia, the student's local DHA office
- if the student was in Australia when he or she became an accepted student, the student's passport number
- any breaches of student visa conditions relating to attendance or satisfactory academic performance

What is this information used for?

The information may be shared between the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager for the purposes of:

- promoting compliance with the ESOS Act and the National Code
- assisting with the regulation of providers
- promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; or
- facilitating the monitoring and control of immigration

FEES AND CHARGES POLICY/REFUND POLICY

Fees and Charges

1.0   Purpose

To object of this policy is to provide guidelines to students of the various fees and charges applicable during the course of admissions, enrolment and study.

2.0 Responsibility

The Administration Department is responsible for the implementation of this policy and to ensure that the staff are made aware of the application of this procedure and that staff implement its requirements.

Policy Principle

Brighton Institute of Technology will charge a range of fees and charges for programs and courses

Enrolment

2.1.1 Students are required to have a signed Payment Agreement in place prior to commencing classes.

2.1.2 The student shall pay the Fees as outlined in the Letter of Offer and BIT shall enrol the student in the course as detailed in the Written Agreement.

2.1.3 There shall be no requirement for BIT to issue any qualification prior to the completion of the Course.

2.1.4 Students are required to have a signed Written Agreement in place prior to enrolment

Fees Payment

2.1.5 Students must pay course fees, Admission fees and OSHC (Overseas Students Health Care) to secure their enrolment with BIT. AUD 250.00 will be charged as Admission fees (non-refundable) for every application.

2.1.6 Students will pay the fees agreed upon at time of enrolment until completion of their course, however, should they re-schedule any course or subject they may incur extra fees

2.1.7 Enrolment in a new course will incur new fees.

2.1.8 Tuition fees will not be transferred to another educational institution.

2.1.9 Admission fees, accommodation placement and airport pickup fees are non-refundable.

2.1.10 Fees can be paid in full or an initial deposit payable on enrolment as mentioned in the Letter of Offer.

2.1.11 Balance of fees is to be paid on an instalment program outlined in the Payment Agreement that is agreed upon on enrolment.

2.1.12 Late payment of Fees will incur a penalty as detailed in the Payment Agreement.

2.1.13 BIT may restrict or withhold services or materials from the student if fees are overdue.

2.1.14 Fees paid by credit card will incur a surcharge of 3%.

2.1.15 A late payment fee of AUD 50.00 will be charged for every 7 days that fees are overdue. The due date is as indicated on the student's payment plan.

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Course Abandonment

2.1.16   In the event a student abandons the course, all fees due are payable to BIT upon demand.

2.1.17   International students are not allowed by Government regulations to transfer to other institutes prior to completing the first six months of their principal course. (CRICOS standard 7). This may be varied by BIT if there is a compassionate or compelling reason.

Course Deferral, Suspension or Cancellation

2.1.18   BIT may defer, suspend, or cancel a student's enrolment in accordance with BIT's Deferral, Suspension & Cancellation Policy.

2.1.19   BIT may at its discretion defer the commencement date, cancel, or vary a course prior to course commencement. In the event of deferral or cancellation before course Commencement BIT will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.

2.1.20   Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Agreement

Course Deferral, Suspension or Cancellation (Student Initiated)

2.1.21   Students may defer, suspend, or cancel their course in accordance with BIT Student Deferral, Suspension & Cancellation Policy.

2.1.22   In the event of deferral or cancellation before course Commencement BIT will refund fees in accordance with the BIT Refund Policy

2.1.23   Upon suspension of the course, the fees scheduled in Payment Agreement, remain due on the scheduled dates.

2.1.24   Regarding cancellation of enrolment during a course refer BIT Student Refund Policy.

Tuition Fees Protection

2.1.25   BIT assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS) by being part of the Tuition Protection Service.

Recognition of Prior Learning & Obligations to Recognize AQF Qualifications

2.1.26   BIT will ensure that a student's prior knowledge and skills are recognized; providing they are able to demonstrate satisfactory achievement of the performance outcomes as detailed in the course requirements (refer to BIT Credit Transfer & RPL Policy). There will be no charge for Credit transfer.

2.1.27   RPL will be charged at AUD 300.00 per unit.

Recommencement of Course

2.1.28   Students who have left studies at BIT for any reason and return after being away for 10 weeks or more to continue their studies will be charged a recommencement fee of $200.

Course Materials

2.1.29 Course fees do not include the cost of resource materials, equipment, tools and uniforms if required for specific courses.

2.1.30 Additional fees for the cost of materials, additional equipment, or other resources necessary to successfully complete a course will be charged. Material Fees includes learning resources (PowerPoint handouts, textbooks, printouts, soft copies of learning resources)

Course Extension

2.1.31 Course extension arising due to implementation of an intervention strategy or a request by student to complete pending units will be charged based on the total duration of the extension.

2.1.32 Extension course fees will be calculated as follows:

(Total Course Fees / Total duration of the course in weeks) x duration of extension in weeks

Changes to CoE

Request for Changes to the CoE such as changes to intake date, courses offered or any other changes which does not arise due to emergency/exceptional circumstances will incur an administration cost of AUD200 ($200) per request.

Additional Charges

Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents:

- Re-Issue of Student ID Card $10

- Re-Issue of Certificates and transcript $100

- Unit re-assessment $ 300

(3rd attempt of assessment / 2nd instance of plagiarism and cheating)

- Reassessment practical $250

This policy and the availability of complaints and appeals processes don't remove the right of the student to act under Australia's consumer protection laws (Standard 3.2 d – The National Code 2018).

Refund Policy

Preamble:

The 2022 Commonwealth Ombudsman's issue paper on refunds for overseas students during the pandemic found that many refund policies were unfair or unreasonable. It also found that in many cases overseas students were being unfairly dealt with by Registered Training Providers (RTOs). This refund policy has been written taking the Commonwealth Ombudsman's issue paper and concerns into account.

1.0 Overview

1.1 This policy and procedure is in line with the ESOS Act specifications under section 46 (B), 46D (7) and 47E (4).

1.2 The purpose of this policy is to set out the circumstances under which students are entitled to a refund and the associated procedures for handling refunds.

1.3 The Chief Executive Officer (CEO) is responsible for the implementation of this policy

1.4 At all times the execution of this policy must ensure that any decision is compliant, fair and reasonable.

A contract is compliant if it fulfills all the elements of a contract.

A term of a consumer contract is unfair if it:

- would cause a significant imbalance in the parties' rights and obligations arising under the contract
- is not reasonably necessary to protect the legitimate interests of the party who would be advantaged by the terms; and
- would cause detriment (whether financial or otherwise) to a party if it were to be applied or relied on.

In deciding whether a term is unfair, a court may take into account the matters that it considers relevant but must take into account:

- the extent to which the term is transparent; and
- the contract as a whole.

A contract is considered reasonable, if a reasonable person (anyone without a direct interest) would consider it reasonable.

2.0 General Guidelines

2.1 . Refund application requests must be made in writing on the student refund request form provided at Brighton Institute of Technology (BIT), or alternatively, the refund request form may be downloaded from the website (www.bit.edu.au)

2.2 The completed form must be submitted to the administration department.

2.3 The Student Administration will process and approve the refund amount (if applicable) based on the circumstances listed below.

2.4 Refund will be made only to the person stated in the refund request form and the student will be informed about the same via an email. All refunds will be made in Australian Dollars.

2.5 If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email/letter.

2.6 Any refund given will be recorded in the Student Information System so that each student's financial status is known.

2.7 The student has a right to lodge an appeal with the college if they are not satisfied with the decision /outcome of the refund request.

3.0 Application

3.1 This policy applies to all students at Brighton Institute of Technology (BIT).

3.2 For the purpose of this policy BIT makes no distinction between students that are on or off shore.

4.0 Refunds for students requesting release to another provider

4.1 BIT will only release a student to another provider if all fees etc. owning have been paid

4.2 On the presentation of a letter of offer from another provider BIT will refund any unused fees for the remainder of the student's current course less an administration fee of $500.00 (if a release is granted)

5.0 Procedure

The various situations applicable for refund are highlighted below.

5.1 Provider default

Should the provider not be able to offer or complete the course (for any reason) that the student has enrolled in, all unused tuition fees will be refunded: i.e., the course does not begin on the agreed commencement date then a full refund of all fees will be made. If the student has completed half the course, then, half the tuition fees will be refunded, if 25% of the course has been completed then 75% of tuition fees will be refunded and so on.

The refund will be paid within 10 working days of the course ceasing to be provided. Alternatively, the learner may be offered enrolment in an alternative course by BIT at no extra cost. The learner has the right to choose whether they would prefer a refund of course fees, or to accept another course offered by BIT.

5.2 Student default/visa refusal

1. Student withdraws after the commencement of the course. There will be no refund of any monies paid. (This can be altered at the discretion of the CEO, based on the principals stated above).

2. Student withdraws before the commencement of the course. If the student withdraws prior to the commencement date BIT will refund the total course fees received from the student paid prior to the course commencement date:

   - 10 weeks or more prior to the course commencement. A 70% refund of Monies paid for tuition fees will be issued to the student.
   - In the event that the student requests a refund in writing 6 weeks up to 9 full weeks prior to the course commencement. A refund of 50% of monies paid for the tuition fees will be issued to the student.
   - In the event the student requests a refund in writing 5 full weeks or less prior to course commencement. There will be no refund of monies paid.

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3. If a student fails to attend a course after the start of the Course (without a reasonable reason). No refund will be issued.

4. In the event that the student seeks and is granted approval by BIT to transfer to another provider prior to the completion of six months study in their principal course. No refund will be issued.

5. If a student chooses to pay Tuition Fees using an agreed instalment payment plan. No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the college for services already rendered.

   *A written request for refund and proof of visa refusal from the Australian Government must be sent to the College no later than four weeks after visa refusal.

5.3 Student requiring a release from another provider

Should a student already enrolled with another provider wish to transfer to BIT, and it is necessary for the other provider to provide a release, and that release is not forthcoming BIT will refund all monies paid less $300.

5.4 Non-tuition fees.

In the case of a student withdrawing from a course after books/uniforms etc. have been purchased by BIT on their behalf, no refund will be allowed. Should BIT receive notice that the student will not be attending before the purchase of books, uniform etc. the full amount paid in non-tuition fees will be refunded.

6.0 Conditions

6.1 At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence. If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.

6.2 Fees not listed in this refund section are not refundable. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid.

6.3. If a student withdraws after any number of deferments. The date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the college refund policy and other related polices

This procedure ensures that BIT is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students. It outlines the TPS process to follow if a provider defaults in relation to providing the course at a location in which a student has enrolled or the student defaults in relation to a course at a location.

PROVIDER DEFAULT PROCEDURE
Provider Default – Part 5, Division 1, Subdivision A of the ESOS Act
The following steps outline the TPS process if a provider default occurs:

Step 1 – Provider default occurs
Under Section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:
• the provider fails to start providing the course to the student at the location on the agreed starting day; or
• after the course starts but before it is completed, it ceases to be provided to the student at the location;
and the student has not withdrawn from the course before the default day
Note: Section 46A sets out further rules prescribing when a provider defaults.

Step 2 – Notifying the Secretary, the Tuition Protection Service (TPS) Director and students
Under Section 46B of the ESOS Act, BIT must notify the Secretary and the Tuition Protection Service (TPS) Director of the default within three business days of the default occurring. Under Section 46B BIT must also notify students of the default. The notices must be in writing and meet the requirements of Section 46B.

The notice must include the following:
(a) The circumstances of the default
(b) The details of the students in relation to whom the provider has defaulted
(c) Advice as to:
   • whether the provider intends to discharge its obligations to those students under section 46D; and
   • (if appropriate) how the provider intends to discharge those obligations of notifying students
   • The provider must also notify, in writing, of the default to the students in relation to whom the provider has defaulted.

Step 3 – Provider obligation period
Under section 46D of the ESOS Act, BIT has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student as set out in the section. If BIT fails to discharge its obligations to the student under Section 46D, it is an offence under Section 46E of the ESOS Act and serious penalties apply.

Step 4 – Notification of the outcome- discharge of obligations
Under Section 46F of the ESOS Act, BIT has seven days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of Section 46F.

The notice must include the following:
   • whether the provider discharged its obligations to the students in accordance with section 46D
   • if the provider arranged alternative courses
   • details of the students the provider arranged alternative courses for; and
   • details of the courses arranged; and
   • evidence of each student's acceptance of an offer of a place in an alternative course
   • if the provider provided refunds
   • details of the students the provider provided refunds to; and
   • details of the amounts of the refunds provided

If BIT does not meet its obligations, affected students may be assisted by the TPS Director.

STUDENT DEFAULT PROCEDURE
Student Default – Part 5, Division 2, Subdivision B of the ESOS Act

The following Steps outline the Tuition Protection Service (TPS) process in a case of a student default:
Under section 47B of the ESOS Act, a registered provider must enter into a written agreement with each overseas student or intending overseas student that:
- sets out the refund requirements that apply if the student defaults; and
- meets any requirements set out in the national code

If BIT fails to enter into an agreement that complies with Section 47B, this is an offence under section 47F of the ESOS Act and serious penalties apply.

Step 1 –Student default occurs
Under Section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:
- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
  - the student failed to pay an amount payable to the provider for the course
  - the student breached a condition of his/her student visa
  - misbehaviour by the student (Note: the student is entitled to natural justice under Subsection 47A(3)

Note: Subsection 47A(2) - A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

Step 2 –Notifying the Secretary and the Tuition Protection Service (TPS) Director
Under Section 47C of the ESOS Act, BIT must notify the Secretary and the Tuition Protection Service (TPS) Director of the default within five business days of the default occurring. The notice must be in writing and comply with the requirements of Section 47C.

Step 3 – Provider obligation period
If a student or intending student defaults BIT must provide a refund in accordance with the requirements under either Section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.

BIT must pay the refund for the period (the provider obligation period) of 4 weeks after the day specified in Section 47D or 47E, depending on which section applies to the circumstances of the default situation.

47C Registered provider to notify of student default
1. A registered provider must give a notice in accordance with this section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.
   Note: The Minister may act under Division 1 of Part 6 against a registered provider that has breached this section.
2. The provider must notify, in writing, the Secretary and the Tuition Protection Service (TPS) Director of the default within five business days of the default occurring.
3. A notice given under this section must comply with any requirements of a legislative instrument made under Subsection (4).
4. The Minister may, by legislative instrument, specify requirements for a notice given under this Section.

For Former registered providers
- This Section continues to apply to a provider if the provider ceases to be a registered provider.

47D Refund under a written agreement about student default

(1) A registered provider must provide a refund under this Section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.

Note 1: A refund might not be required under this Section if a student is refused a student visa: see Subsection (5).

Note 2: For the consequences of breaching this Section, see section 47G (offence), Division 4 (calls on the OSTF) and Division 1 of Part 6 conditions, suspension and cancellation).

Step 4 - Notification of the outcome - discharge of obligations

If BIT fails to discharge its obligations under sections 47D or 47E, this is an offence under section 47G of the ESOS Act and serious penalties apply. Under Section 47H of the ESOS Act, BIT has seven days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of your obligations. This notice must comply with the requirements of Section 47H.

47H Registered providers to notify of outcome of discharge of obligations

(1) A registered provider must give a notice in accordance with this section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.

Note: The Minister may take action under Division 1 of Part 6 against a registered provider that has breached this section.

(2) The provider must give a notice to the Secretary and the TPS Director within seven days after the end of the provider obligation period.

(3) The notice must include the following:
   (a) whether the provider provided a refund under section 47D or 47E
   (b) details of the student the provider provided the refund to
   (c) details of the amount of the refund provided

(4) The notice must comply with any requirements of a legislative instrument made under subsection (5). Legislative instrument

(5) The Minister may, by legislative instrument, specify requirements for a notice given under this section.

For Former registered providers

(6) This section continues to apply to a provider if the provider ceases to be a registered provider.

PROVIDERS' ROLE IN THE Tuition Protection Service (TPS) PLACEMENT PROCESSES

In circumstances where a default occurs, all providers will be given an opportunity to participate in a placement round, as outlined in the Steps below.

Step 1:   A default has occurred and the Tuition Protection Service (TPS) Director has created an active round of TPS placement process for affected students.

Step 2:   BIT has been identified as a provider who has an alternative course suitable for affected students.

Step 3:   Tuition Protection Service (TPS) Administrator contacts BIT via email to gain its consent in offering placement/s to affected students. If BIT declines the offer the process concludes for BIT.

Step 4:   If BIT agree to accept affected students, the details of its course become available to affected students.

Step 5:   Interested students contact BIT and discuss the course and enrolment process with BIT

Step 6:   BIT create an offer of placement to the student on the TPS system.

Step 7:   Student completes the enrolment process on the Tuition Protection Service system.

Step 8:   Once student has a Confirmation of Enrolment (CoE) on the TPS system, BIT will receive a payment of the unspent tuition.

For more information on Tuition Protection Service visit: https://tps.gov.au

STUDENT TRANSFER BETWEEN REGISTERED PROVIDERS [National code 7]

1.0 Purpose

1.1 The purpose of this policy and procedure is to ensure Brighton Institute of Technology (BIT) effectively addresses the requirements of Standard 7 of the revised National Code 2018 regarding the transfer of students between registered providers

2.0 Responsibility

2.1 Student Administration is responsible for the implementation of this procedure; they are to ensure that staff and students are aware of its application. The Student Support Manager and the Training Manager will implement it.

3.0 Definitions

3.1 eCoE means Electronic Confirmation of Enrolment issued by an educational institution to a student pursuant to the ESOS Act.

3.2 ESOS Act means the Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ("National Code")

3.3 International student means any student studying at BIT on a student visa.

3.4 RTO Registered Training Organisation.

3.5 PRISMS the Provider Registration and International Students Management System pursuant to the ESOS Act.

4.0 Requirements /Process

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4.1 BIT must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code

4.2 BIT will not knowingly enrol students currently enrolled at another RTO who have <u>NOT</u> completed at least six months of study in their principal course.

4.3 BIT will not allow the transfer of students enrolled with the Institute to another RTO who have not completed at least six months of study in their principal course: unless the student falls into one of the categories listed below. BIT will always comply with the requirements of the ESOS Act.

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered

- the original registered provider has released student

- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course,

- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

4.4 BIT will not charge a fee for releasing a student.

4.5 If a release is refused by a registered provider a student may appeal the provider's decision. (Refer to Complaints and Appeals Policy and Procedure)

Release (Transfer OUT)

4.6 Students must apply for a release on the appropriate form. (Application of release form)

4.7 Student must seek approval from the finance department before lodging the application with Student Administration.

4.8 The administration manager will consider applications for a release and respond within10 working days of receiving the application.

4.9 A release application form will be processed in accordance with this procedure and only if the student can provide written confirmation that another registered provider has made a valid enrolment offer.

4.10 The release will only be given if BIT believes that a transfer at this time will not be considered detrimental to the student.

4.11 The record of the decision will be placed in the student's administration file.

4.12 Student must be informed within 10 working days from the date of lodgment of the application.

4.13 A release will normally be granted in the following situations:

- BIT is unable to continue to provide the course; or

- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at BIT and can demonstrate clearly how this will be alleviated through a transfer; or

- The current course of study is clearly not consistent with documented course requested for on their application.

- BIT believes that the transfer will be in the student's best interests. BIT believes that the transfer will be beneficial to the student's academic progress, health (physical and mental) and/or ability to settle into studying in Australia. A meeting between the training manager and the student will decide whether a transfer will be in the student's best interest.

- In exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member, (independent evidence of the exceptional circumstances is required) and that the exceptional compassionate circumstances have led to a permanent change in the student's circumstances that makes continued enrolment inappropriate.

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4.14 A release will normally **not** be granted in the following situations:

- The requirements of the written agreement have not been met by the student; or

- The student has a change of mind, or

- Not enough documented evidence to support reasons or claims in the application for release is submitted; or

- The student does not satisfy any of the situations which normally lead to a release being granted; or

- The proposed transfer will jeopardise the student's progression through a package of courses; or

- The student has unsatisfactory academic progress and is in the intervention process; or

- The student has unsatisfactory behaviour and has been or is about to have their enrolment suspended or cancelled and be reported to Department of Home Affairs; or

- The student cannot provide a letter from another registered provider confirming that they have made a valid enrolment offer.

- The student has not cleared all tuition fees due.

4.15 If the release of a student is refused, reasons for the refusal will be documented and the student will be informed of their rights to access BIT's complaints and appeals procedure. Reasons for refusal of release may be:
- If a student wishes to request a release to do the same course at different institute or registered provider.
- Course progress of student is not up to date i.e., the overseas student has been unable to achieve satisfactory course progress at the level they are studying, even after engaging with BIT's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements). In this case, BIT will provide the student with an opportunity to maintain satisfactory course progress (either by scheduling extra classes or providing one on one training).

- Student has not paid their fees for the course or has remaining fees left to be paid.

4.16 A copy of the student's release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the Institute must be placed in the student's file

4.17 Should a student's request for a transfer be granted BIT will immediately inform the student that they will need to inform the Department of Home Affairs, directing them to the website https://immi.homeaffairs.gov.au/change-in-situation/study-situation

5.0 Enrolling a transferring student (Transfer IN)

5.1 The Institute will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered:
- the original registered provider has released the student via PRISIMS
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

5.2 All existing Credit Transfers and RPLs recognised by the pervious RTO will be recognised by BIT if the original evidence is provided – See P4. Credit Transfer and P5. Recognition to Prior Learning Policies and Procedures.

5.3 If the Institute knowingly enrols a student, wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

5.4 The Institute will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.

5.5 Exceptions to the release requirement where a release is not required in the following circumstances:
- When a student fails to meet certain entry requirements for commencing a course, for which the student arrives in Australia for; the student is left without a provider in the absence of a release. In this situation, where the student is able to provide documentary evidence of their predicament, transfer will be permitted.
- Where a student's enrolment may have been cancelled under Standard 13 of the National Code ("Deferring, suspending or cancelling the student's enrolment"), there is no need for the provider to release the student - in this situation the cancellation would be sufficient.
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

COURSE MONITORING & PROGRESS-POLICY AND PROCEDURE

All students are expected to complete their course within the duration mentioned at the time of enrolment. All international students are expected to attend 20 hours per week of face to face tuition.

I. COURSE COMPLETION WITHIN EXPECTED DURATION (Standard 8 of National code 2018)

1.0 Purpose

1. The purpose of this policy is to ensure that students studying at BIT maintain satisfactory course progress throughout their studies. This policy also provides the procedure and method of dealing with unsatisfactory course progress.

2. All students must complete their course within the time specified in their CoE (standard 8 of the National Code 2018)

3. This policy articulates how BIT practices apply to International Students in compliance with the ESOS Act 2000 and Standard 6 and 8 of the National Code 2018.

4. This policy is to confirm that Brighton Institute of Technology (BIT) has a structured process in place to track course progress and attendance of each student throughout his or her studies. BIT will monitor the course progress of its students. This policy documents how BIT monitors the progress of each student to ensure that the student is in position to complete his or her course within the expected duration as specified on the student Electronic Confirmation of Enrolment (eCoE) and in what circumstances the eCoE will be extended or cancelled.

5. This policy documents how BIT assists and supports overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress.

2.0 Responsibility

- **2.1** According to Standard 8.10, 8.11, 8.12 of National code 2018, BIT has implemented this policy and procedure for monitoring/recording the course attendance of overseas students engaged in English and VET courses.

- **2.2** BIT have implemented documented policies and procedures to identify, notify and assist an overseas student at risk of not meeting course progress and attendance requirements as per standard 8 of National Code 2018.

- **2.3** Student Administrative is responsible for the implementation of these procedures and will ensure that staff members are aware of its application and implement its requirements.

- **2.4** Student Administrative ensures that attendance of overseas students is monitored and recorded on a regular basis.

- **2.5** BIT will monitor, record and assess the course progress for each international student for the course in which they are currently enrolled.

- **2.6** BIT's staff facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas students.

- **2.7** All assignments that are a part of monitoring course progress are in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role-plays, written tests and exams.

- **2.8** During each study period (usually at the end of a semester), Student Administration will identify those students who are at risk of not making satisfactory course progress. These students will be given the opportunity to discuss strategies to achieve satisfactory course progress with an appropriate BIT teaching staff member.

- **2.9** According to Standard 8 of National Code 2018, BIT's administrative staff are responsible for monitoring the progress of each student to ensure that overseas student can complete the course within the expected duration.

- **2.10** Reasonable support will be provided to overseas students to help them in achieving expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

- **2.11** According to standard 6 of National Code 2018, BIT ensures that there are sufficient student support personnel to meet the need of overseas students enrolled with BIT.

- **2.12** BIT takes responsibility for assessing each student's progress at the end of each study period. BIT will decide whether a student is:

  o making satisfactory course progress
  o at risk of not making satisfactory course progress, and therefore an intervention strategy has been implemented; or

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o Not making satisfactory course progress after an intervention strategy has been completed, and after all complaints and appeals processes have been finalised; at this time the student is reported to DET and DHA via PRISMS.

- **2.13** BIT will report unsatisfactory course progress or unsatisfactory course attendance in PRISMS.

- **2.14** BIT advises the students to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa if student's enrolment is extended.

3.0 Definitions

3.1 **A study period** is a discrete period measured in weeks (usually 12 weeks). The study period begins from the student's actual commencement date. The course may contain one or more study periods. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period, which may be shorter due to the course ending, but it will still be considered as a full study period.

3.2 **Unsatisfactory course progress**- An international student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in the required units for that study period. All students will be given a second chance (catch up day) within the study period to gain competency should they have been found not yet competent on their first attempt.

3.3 **Intervention.** A student who does not complete an assessment or who is found to be NYC for an assessment will be entitled to a second chance. This second chance will be in the form of a formal intervention which is a documented process that informs the student of when they will be reassessed and what form this reassessment will take. Note: A student who fails to present for an intervention as documented will be considered in breach of course progress requirements and will be reported to DHA via PRISMS.

3.4 A **full-time student load** is defined as a minimum of 20 hours scheduled attendance per week however, students may be engaged for less than this minimum requirement and the duration of the course may be reduced due to the unavailability of key or prerequisite units at the time it is required.

3.5 **The National Code 2018**: The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

3.6 **PRISM**: Provider Registration and International Students Management System

3.7 **DET**: Department of Education and Training

4.0 Method

At the time of initial enrolment, each student will be provided with a course schedule, which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.

Students who are identified as being "at risk" in relation to their course progress and are under an intervention strategy, may have their course schedule adjusted to accommodate a possible proposed action plan.

Intervention strategy BIT generally provides for:

- Advising students on the suitability of the course they are enrolled in.

- Assisting students by giving advice on the opportunities for students to be reassessed for tasks in units or subjects they have been considered not yet competent (NYC) or demonstrate the necessary competency area in which they had not been previously able to demonstrate competency.

- Provide feedback to the students on their course and progress and refer them to BIT's "Intervention Meeting Record form" during the study period and delivery of the unit. This will help in identifying reasons on why intervention strategy is being implemented.

- At the end of each study period, generating a report that will identify students who are not yet competent (NYC) in the units of competency they have undertaken in that study period.

- Students identified as being at risk with regards to their course progress, will then be advised in writing by mail that they are to attend the Course Progress Review with BIT staff. At this meeting, the course progress counselling and any intervention strategy that is mutually agreed by the student and BIT staff shall be implemented.

- Advising students who have not made satisfactory academic progress (failing more than 50% of units) in the study period (usually 12 weeks for BIT courses), as to any requirements to re-enrol and repeat those units of study or attend pastoral care.

- Advising students that unsatisfactory course progress (failing more than 50% of units) in two consecutive study periods (each study period is usually 12 weeks for BIT courses), for a course could lead to students being reported to DHA and cancellation of his or her visa: depending on the outcome of any appeal.

Intervention strategies may include, but are not limited to:
- academic skills support
- additional English support
- additional tutoring/study group
- increased monitoring
- personal counselling
- placement in a more appropriate class; and
- reduction in course load
- Timetable adjustments using the new study plan.
- Reviewing assessment strategies.

Where a student is identified as not making satisfactory progress for two consecutive semesters (VET) or low attendance (English)(Less than 80%), BIT will report the student to DET, via PRISMS, after notifying the student of intention to report as per Standard 8.13.1 of National code 2018, and informing student of his or her right to appeal.
In accordance with Standard 10 (Complaints and appeals), A student has the right to access the BIT's complaints and appeals process within 20 working days.

BIT will report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or

- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working days period, or

- the overseas student has chosen not to access the external complaints and appeals process, or

- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

5.0 Extension of Course Duration

International Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the circumstances listed below apply:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class) where in the students must provide valid supporting document,

- In exceptional compassionate and compelling circumstances beyond the student's control, such as serious illness or bereavement of a close family member, (independent evidence of the exceptional circumstances is required) and a deferment or suspension of study has been granted.

- Where the Institute is unable to offer a prerequisite unit at the time it is required, and a deferment or suspension of study has been granted

- Where the Institute is implementing an intervention strategy for students at risk of not meeting academic progress requirements

- Where the Institute has approved the deferral of commencement of studies or the suspension of study under standard 9 of National Code 2018.

If BIT extends the duration of the student's enrolment, the BIT will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

6.0 Vocational Education Training (VET)

Requirements / Process – International Students

BIT's administration department maintains the course progress of students during the period of 12 weeks for VET course. Course progress is monitored regularly, and steps are taken if student's course progress is low.
Administrative officer and student support officer will be the point of contact for international students.
BIT will provide reasonable support to help them achieve satisfactory progress.

1. Student gets first warning letter if their course progress is less than 50%.
2. After 1st warning letter, they are required to see Student Administration to identify the reason behind low course progress.

3. "Intervention Meeting Record Form" is provided to the student in order to identify the reasons and provide support to students if the reasons for low course progress falls under the circumstances mentioned above.

   - This is done to ensure that the student can meet all the course requirements and successfully complete the course within the expected time.

   - Intervention Strategy form: This form is used to record the intervention meeting outcomes for intervention invoked due to failure to meet satisfactory attendance or course progress.

   - Information is discussed directly with the students, and they are required to sign the form to indicate agreement to the intervention strategies.

   - This form is completed by Student Administration during interview with student as part of intervention strategy procedure and is filed in student's administration file.

   - A copy of the intervention agreement is given to the student for their records and another copy is placed under the student's file for future use.

4. BIT ensures to provide support to students by:

   - providing them with extra tuition
   - extending their duration of study
   - Making timetable adjustments using the new study plan
   - reviewing assessment strategies
   - Providing counselling

5. Any extension to the duration of a student's course is to be notified by the Institute on PRISMS and if necessary, a new eCoE is issued.
6. Any extension to the duration of a student's course, and the reason for the extension is recorded by the Institute on the student's file.
7. Student Administration will contact students through the student's management system by calling, sending messages and emailing them on regular basis.
8. 2nd warning letter is given to the student if he/she does not come to class even after meeting with Student Administrative and they are at risk of failing more than 50% units in second consecutive study period. It is usually issued within week 6-7 of the second consecutive study period.
9. If a student still decides not to come and shows low course progress in the second consecutive study period, then, Intention to Report (ITR) is sent to the student at the point when it is obvious that the student will not complete more than 50% of units for the second consecutive study period. It is usually issued at the end of second study period.
10. If a student's course progress is low after implementing Intervention strategies and providing support, then his/her CoE is cancelled based on unsatisfactory course progress.
11. A student has the right to access the BIT's complaints and appeals process within 20 working days before CoE is cancelled.

Note: Although BIT's reporting is based on course progress, but students are expected to attend all classes. Any student absent for more than 5 days will be contacted by administration department to explain the reason for absenteeism and to identify and provide any support if required. However, students in VET courses at BIT will be reported to the Department of Home affairs (DHA) based on unsatisfactory course progress.

Requirements / Process – International Students

BIT's Student Administration monitors the attendance of students every week.

- All students undertaking this course are required to maintain a minimum of 80% attendance to facilitate effective learning.
- Student attendance is recorded on class attendance sheet which includes the student's signature and date and details of session.
- Attendance is collected weekly from class attendance sheet and attendance percentage is calculated on weekly basis.
- If a student is absent for full week, they will be contacted by email and SMS.
- Student will be called for meeting at campus and need for support will be identified. Intervention will be applied. Intervention strategies may include, but are not limited to:
  - additional English support
  - additional tutoring
  - increased monitoring
  - personal counselling
  - placement in a more appropriate class; and
  - reduction in course load
  - Timetable adjustments using the new study plan.
  - Reviewing assessment strategies.
- For English student monitoring is done for entire course duration as ELICOS courses vary in their duration.
- Student having below 90% attendance for the course are given first warning letter after which they are required to attend their classes regularly to keep their attendance above 90%.
- After first warning letter, if a student's attendance is below 85%, then a second warning letter is issued to them.
- If a student still does not attend classes and attendance has fallen to the point that student attendance will be below 80% for the course, they are given an Intention to report letter.
- If a student comes within 20 days, an Intervention strategy is implemented after the 3rd warning. In this case, a student is required to fill in an "Intervention Meeting Record Form".
- Once the reason for the implementation of the individual intervention strategy is identified, BIT will provide support to students and may extend the duration of the student's course only in the circumstance as mentioned above in point 5.0.
- Students are advised to contact Academic/ Training Manager or trainer and access internal complaints and appeals process of the college within 20 working days if they wish to.
- If a student's attendance is below 80 % even after following processes:
  - 3 warnings,
  - completion of intervention strategy, and
  - after all complaints and appeals processes have been finalised

The student is reported to the Department of Home affairs (DHA) via PRISM and their CoE is cancelled without further notice.

BIT recognises that not all students learn in the same manner and hence will make any necessary adjustment to meet the needs of a variety of students. In conformity with **Standard 2 of National code 2018** BIT grants course credit to students with suitable prior learning or experience through its Skill Recognition Process by way of

- Credit Transfer (CT)
- Recognition of Prior Learning (RPL)

For the purposes of the National code 2018, course credit is defined as follows:

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'

1. Credit Transfer (CT)

Credit transfer is available, at no cost, to all students enrolling in any course on our scope of registration. Credit transfer means credit towards a qualification granted to students based on outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider.

BIT recognizes other Australian Quality Training Framework (AQTF) qualifications and Statements of Attainment awarded by other schools and institutes. Credit will be awarded for matched qualifications, units, or modules.

The credential may be a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma.

The body issuing the credential must be a registered training organisation with either ASQA or State/Territory Recognition Authority. The Institute has the right to check the issuing organisation's registered status.

Original documents should always be viewed prior to acceptance. Certified copies of originals are acceptable. To apply for Credit Transfer, complete the Application form available at Reception.

Applying for Credit Transfer

What is Credit Transfer: Credit Transfer recognizes the study you have previously completed and allows students to relate the learning achieved through formal education and training at their previous RTO to a new course of study. To be able to be granted a Credit Transfer the unit code from your previous course of study must have the same code and title as the unit in the course you are enrolled (or are enrolling) into.

For example, a student has recently completed their Diploma at another RTO and one of the completed units was BSBCUS501C Manage Quality Customer Service. The student can get a credit transfer on that unit, only if it is offered in a course provided by BIT. Remember that the unit code (BSBCUS501C) and unit name (Manage Quality Customer Service) must be identical for the unit you want credited

You must apply for a credit transfer when you enroll or within 28 days of enrolment and before the unit has commenced. Please read your course timetable as applications made after a unit has finished will not be accepted.

If you are unsure, bring in a copy of your Academic Transcript from your previous RTP and talk to the Student Enrolment Officer and we will get one of our trainers to advise you.

How to Apply for a Credit Transfer; There is no charge when applying for a Credit Transfer. Just ask Student Administration for a copy of our Credit Transfer Form. Please read the form carefully and make sure you fill in all the required information. If you are unsure about anything, just ask - we are here to help you. Once you have completed the application form, hand it in to reception with either certified copies or your original Academic Transcripts. We will copy, sign, and return your original transcript to you. Once you have applied for your credit

transfer and the BIT has approved your application, you will be granted a credit for any unit that you successfully completed at any other Registered Training Organisation (RTO) and meets the credit transfer criteria. BIT will send you confirmation of your approved credit transfer and you will need to come in and sign the approved form.

Important Information for International on shore students: A granted Credit Transfer may impact on your student visa status. Your approved application will clearly state any changes to your course. By signing the approved form, you are acknowledging that there may be a change of course duration (total number of weeks). This acknowledgment in writing must be signed. A copy of this acknowledgement will advise you on any changes to your course duration and this may change your COE dates.

Credit Transfers granted to international onshore students must be consistent with the requirements of the ESOS Act 2000 and the National Code.

2. Recognition of Prior Learning (RPL)

BRIGHTON INSTITUTE (BIT) will ensure that RPL is offered to eligible applicants. Students can apply for RPL at any stage throughout their course. A fee of $300 per unit will apply. The process of applying is structured to minimise the time and cost to applicants; and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

What is RPL

RPL is the acknowledgement of skills and knowledge obtained through:
- Formal and informal training (industry and education)
- Work experience
- Voluntary work and life experiences

Life experience

Each student's case is considered individually. The RPL process involves the student providing evidence of their prior learning and experience which is then assessed against performance standards which have been determined by industry, from a unit of competency or module listed in a training package or an accredited course.

In order to receive RPL, you must follow the formal procedure set out under the Policies section of this handbook. This process is **not** automatic. **Do not assume** you will be granted RPL. Instead submit your application early so you know exactly where you stand.

RPL Process

Applicants who consider that they have completed appropriate training, or have, through prior learning and experience, gained the required skills/competencies stipulated for the units of the course, will be granted credit upon substantiation of that claim.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

Evidence for recognition of prior learning may include:
- Evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects, or assignments

- Written presentation
- Interview
- Case studies

What is the cost of RPL?

Usually, the cost of RPL is around 50% of the total charge for the course. The cost for RPL is included in the course information booklet. Remember, there is no charge for credit transfer i.e., where unit codes are an exact match.

BIT will not issue any Course Completion Certificate or formal document indicating course progress to any student with outstanding fees. A Statement of Attainment can only be given for units that have been paid for.
 Note: Any fee payments made by credit card will incur a 3.0% charge.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competency in some but not all units of competency, a certificate for the qualification cannot be issued. However, recognition for units of competency you have successfully completed is provided by a *Statement of Attainment*, which identifies codes and titles of units passed.

Assessments

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. We will ensure that competency assessment is determined by assessors and trainers who have completed the qualification TAE41016 Certificate IV in Training and Assessment (or equivalent competencies from the superseded Training Package). All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority.

All of our assessments will lead to the issuing of a Statement of Attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All our Assessments are:
- **Valid -** Assessment methods will be valid, that is, they will assess what they claim to assess
- **Reliable -** Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- **Fair -** Assessment procedures will be fair, so as not to disadvantage any learners.

    Assessment procedures will:
    - be equitable and culturally and linguistically appropriate
    - involve procedures in which criteria for judging performance are made clear to all students
    - employ a participatory approach
    - Provide for Students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible -** Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

    We will achieve this through:
    - careful design of the assessments
    - validation and moderation of assessment materials

- an understanding of the definition and practical application of the above definitions

Assessment Criteria

Assessments will provide for students to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods. Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment (if applicable).

Assessment Methods

Assessments and assessment methods will ensure that we focus on the application of the skill and knowledge as required in the workplace, including:

- Task skills (doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

Assessments will ensure that you can demonstrate that you have achieved competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Submitting Assessments

All work submitted for assessment at BRIGHTON INSTITUTE (BIT) must have a BRIGHTON INSTITUTE (BIT) Assessment Cover Sheet attached. The date of submission will be recorded on this cover sheet by the accepting trainer/assessor. If the trainer/assessor cannot receive the assessments, they should only be submitted to Reception. You will be given a receipt for each assessment you submit, and you are advised to keep a hard copy of your assessment for your records.

PLAGIARISM AND COLLUSION POLICY

Brighton Institute of Technology (BIT) is committed to upholding standards of academic integrity and honesty. Plagiarism and Collusion in any form is unacceptable and will be treated seriously by BIT. Students will be advised at the beginning of their course about the plagiarism policy and procedures and the negative impact cheating will have on academic progress.

PLAGIARISM

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students, or the internet, published and unpublished works.

Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:
- other people's work and/or ideas are paraphrased and presented without a reference
- other students' work is copied or partly copied
- other people's designs, codes or images are presented as the student's own work
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or web page
- lecture notes are reproduced without due acknowledgement

Plagiarism may take the form of similar work submitted by students who may have worked together

COLLUSION

Collusion means unauthorised collaboration on assessable written, oral, or practical work with another person.

POLICY

All student work must be original. Do not lend your work to another student. If you do lend your work to another student and they copy your work, both students will fail the assessment task. Discussing assignments and case studies with other students is encouraged, as it can help enhance understanding and generate ideas, however, students must write work in their own words from their own perspective.

Trainers provide students with clear instructions at the time the assessment is given as to whether they are required to work individually or are permitted to work jointly on the assessment. If a student is suspected of collusion, and the trainer is not satisfied with the explanation provided by the student/s suspected of collusion, one or all students may be found guilty of cheating.

It is illegal to reproduce other people's work without their permission; this includes literary, dramatic, musical, artistic, electronic, software and certain other intellectual works. This means that copying directly from books or other materials, without properly referencing the source constitutes plagiarism. Where BRIGHTON INSTITUTE (BIT) would like to display, use, or reproduce your work to promote the Institute or a program, you will be provided with a form that outlines your rights and our obligations.

Students must observe the requirements for the submission of group work and must ensure that work submitted by an individual student is that student's own work. If a student intentionally presents another person's ideas and/or manner of presenting these ideas without giving appropriate acknowledgement, the student has cheated even if the person applying to the work has granted permission. If the action was not intended to deceive, the student has committed the academic misdemeanour of failing to reference a source correctly. If there is no indication that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. BIT will inform students of the meanings and consequences of cheating and plagiarism.

PROCEDURE

1. Trainers will provide statements that explain the nature of plagiarism as it applies to the various fields and disciplines. Trainers will make students aware of appropriate use and acknowledgement of sources, including citation techniques.

2. To minimise the incidence of plagiarism, students are required to submit a **Cover Sheet for Assignments** for non-examination assessment which contains:

    - the approved definition of plagiarism
    - a statement on collusion
    - the approved Privacy Statement
    - a certification by the student:
        a. that plagiarism or collusion has not occurred
        b. that proper care of safeguarding their work and all reasonable effort to ensure it could not be copied was taken
        c. that the assessor of the assignment may for the purposes of assessment, reproduce the assignment and:
            - provide to another assessor; and/or
            - submit it to a plagiarism service; and/or
            - submit it to a plagiarism service (which may then retain a copy of the assignment on its database for the purpose of future plagiarism checking)
        d. that they [the student] understand the consequences of engaging in plagiarism as it results in Academic Misconduct.

3. Trainers involved in assessment will explain the meaning of collusion and will give students clear instructions as to whether they are permitted to work on an assignment jointly.

4. When plagiarism is suspected, an assessor involved in unit assessment will put the matter to the student, identify the passages which are alleged to be plagiarised and their source.

5. The student found to have plagiarised will be provided with the opportunity to respond. This is best done by calling the student to a meeting and giving them particulars of the plagiarism. Students will be informed of penalties that may be applied if cheating is found to have occurred. If the student is unable to attend a meeting, particulars of the plagiarism will be put to the student in writing, and the student will be asked to respond within 10 working days from receipt of the written communication.

6. Assessors will take steps to detect plagiarism, which may include comparing work submitted for assessment against various databases, which may include the World Wide Web, electronic reference materials and other students' work submitted for assessment. If it is alleged that an internet site is the source of plagiarism, it would be advisable to print out the material in case the site is changed.

7. If collusion and/or plagiarism are suspected, the matter will be reported to the Training Manager.

8 The Training Manager will decide whether he/she believes that plagiarism was likely to have been intentional or unintentional. There are several factors that might be taken into consideration when deciding whether plagiarism was intentional or unintentional, e.g.:
- the student is in the first year of the course and has not received a warning
- the student is from an educational background where different norms apply for the acknowledgement of sources
- a negligible amount has been plagiarised
- the student has made an inadequate attempt at referencing
- that the students in the cohort were given information on how to acknowledge extracts and quotations. The student was present/received written information and knew that the use of material without acknowledgement was unacceptable
- that the student had received a warning about plagiarism or has been disciplined for plagiarism

9. If the failure to acknowledge the ideas of others was not intentional, the only offence the student has committed is the academic misdemeanour of failing to reference a source correctly. Academic penalties may be applied.

10. If the student is unable to provide a satisfactory explanation of the correspondence between the student's work and the sources identified by the assessor, the Education Officer may infer that plagiarism was done with intention to cheat. Possible actions are:
- warn the student and mark the paper without penalty (deduction of marks); or
- warn the student and mark the paper with penalty; or
- warn the student, request resubmission, and mark the paper with penalty; or
- disallow the work

11. Where work is disallowed, this must be reported in writing to the student and the student must be informed (in the letter) of appeal rights and timelines. After receiving notification of disallowance of a piece of work, the student has 20 working days to apply for the internal appeal process.

12. A plagiarism register will be maintained, which will record warnings and the outcomes (if any) of an accusation of plagiarism. A student's involvement in alleged plagiarism will be retained on the plagiarism register while still enrolled in any course and trainers and assessors will have access to this information when considering any subsequent allegations of plagiarism.

REFERENCING

When you write reports or assignments it is acceptable to include information that other people have written from books, magazines, journals, or the Internet. However, you must reference it. If you do not, it appears as though you are the author. This is called plagiarism and is not acceptable.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Whether you write the information as a direct quote (put direct quotes in '. . . . . .') or paraphrase it (put it in your own words but still using someone else's idea) you must:

- Reference it within the text
- Include a bibliography or reference list at the end of your report or assignment.

This is consistent with the Harvard referencing system (which does not use footnotes) that is used by many Australian tertiary education institutions. This is also the method adopted by BRIGHTON INSTITUTE (BIT).

Referencing Within the Text

Below are two examples of how you can reference within the text:

year of publication

Smith (2001) argues that managers today ………….. (p. 33).

author's surname   *page number*

or

'Today, managers are …………………………………..even better' (Taggerty & Waters, 2000, pp. 12-14).

Bibliography or Reference List

A bibliography is a list of all the materials read in completing an assignment.

A reference list contains only those sources referred to in your assignment. Regardless of which you choose to use, the following examples show how to write the references, which should appear in alphabetical order by author's surname.

1. Books

author's surname
and initials   *city of publication*

Smith, J. (2001). *Management in Australia.* Sydney, Australia: Collins Ltd.

year of publication   *title of book*   *country of*   *publisher's*
                                                publication   *name*

Taggerty, P.R., & Waters, B.V. (2000). *Improving management in organisations.* Sydney, Australia: Pearson Education Australia Pty Ltd.

Journal Articles

author's surname and initials   *name of article*   *volume number*

Green, W.A. (2001). Grey market segments. *Business Review Weekly*, 18(3), 14-17.

        publication year   *name of journal*   *issue number*   *page number*

2. Internet Web Page or Article

Dawson, T. (2001). Managing teams better. www.ami.com.au. Sydney, Australia. Access Date: 22 January 2022.

Research

Much of your research can be done using the Internet, however you may also need to access local and university libraries. When researching, information should be collected from a wide variety of sources. It is important to produce original work showing a high level of interpretation and analysis of information. Students should also be careful when using information from the web, as a lot of it may not be accurate. They should therefore only use information from reputable, peer-reviewed sources.

EMPLOYABILITY SKILLS

The information below provides learners with a brief background about Employability Skills. As a learner or candidate for assessment, you should be aware of the role Employability Skills play in the qualification and occupation for which you are training or being assessed. If you would like more information, talk to your trainer/assessor, Course Coordinator or the Training Manager.

The Employability Skills are:

- Communication
- Teamwork
- Problem Solving
- Initiative and Enterprise
- Planning and Organising
- Self-management
- Learning
- Technology

They are:

- a set of skills which support our ability to perform effectively in the workplace
- non-technical skills that might also be called 'soft skills', 'generic skills' or 'transferable skills'
- part of your training and assessment
- defined for your qualification, in the Employability Skills Summary

Employability Skills that you attain in one workplace can be applied and further developed in other workplaces and job roles. In most cases Employability Skills are already part of the tasks and activities you undertake on a daily basis. Employers in Australia and around the world are placing greater and greater emphasis on these skills.

ASSESSMENTS

Competencies in Vocational Education and Training

A competency is a statement about the skills, knowledge and attitudes a learner needs to demonstrate, and these statements are contained in each unit. Each unit is often made up of several elements.

The assessment of your competency means that you must be able to "Show, Tell and Apply" evidence and skills, which match and meet these units and elements against a set of key performance criteria and nationally set standards. This could include:

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Collecting, analysing and organising information	Working with others in teams
Leading teams	Demonstrating understanding
Planning and organising activities and tasks Solving problems Communicating ideas and information	Using mathematical ideas and technological tools

How are competencies assessed?
- Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, Tell and Apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate competency and apply related knowledge associated with that unit of competency.
- While demonstration of skills can be seen, underpinning skills such as problem solving and working in teams can only be assessed through indirect and supplementary assessment.
- Your trainer may also ask you questions related to the unit of competency.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competency. The assessor records your evidence and/or demonstrations as 'C' - Competent or 'NYC' - Not Yet Competent. Broadly it is simply a matter of whether you can ('C') or cannot ('NYC') demonstrate your skills and provide supporting evidence to the performance standard.

Assessment Appeals Procedure:
If you are dissatisfied with their assessment, or has been graded as "Not Yet Competent", they should:
- Contact their assessor to discuss their concerns
- Resubmit the task with any additional information
- Review the second result. If still dissatisfied, a second assessor will conduct a review
- If the Student is still dissatisfied with their result, the Course Coordinator along with the two assessors involved, will review the assessment task
- If agreement has not been reached the matter will be referred to the Training Manager; if the student is not satisfied with the outcome the matter can be referred to an independent external person or panel acceptable to all parties, with expertise in the area concerned.
- The complainant will be notified of the outcome of their appeal in writing by the Course Coordinator.

Re-do/Re-assessment fee/ Charges for Theory & Practical units
Failed units to be repeated incur additional fees

Theory Units:
For the following Qualifications, Certificate IV Kitchen Management, Diploma of Hospitality, Advanced diploma of Hospitality, Diploma of Leadership and Management, Advanced diploma of Leadership and Management and Diploma of Automotive Management a rate of $250.00 per unit is charged.

Practical Units:
For the following Qualifications, Certificate III in Commercial Cookery Practical Units, $350 and Certificate III in Automotive Mechanical Technology, Certificate IV in Mechanical diagnosis $350.
Payment of such fees is due in full prior to commencing study in the repeat unit. Failed units to be repeated will be subject to availability and scheduled according to the Institute timetable.

Awards and Statements of Attainment

Awards and Statements of Attainment in the form of certificates will be issued to students who satisfactorily complete course(s) or units within the Scope of Registration. The certificate will contain the following information:
- name and registered number of the provider as shown on the Certificate of Registration

- name of the person receiving the qualification
- name of the course or units as shown on the Scope of Registration
- a certificate number
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Framework statement
- identification of the recognition authority
- date issued; and
- Authorised signatory of the Institute.

BRIGHTON INSTITUTE (BIT) will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

BRIGHTON INSTITUTE (BIT) will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

FEEDBACK AND IMPROVEMENT

BRIGHTON INSTITUTE (BIT) collects statistical information regularly to monitor, maintain and achieve continuous improvement in the delivery of vocational education and training. BIT values and welcomes constructive feedback from students and staff regarding improvements to existing educational and student services.
Management obtains feedback, which is used for evaluation by asking students to complete surveys. These are distributed after the Induction and Orientation Program, and when qualifications are completed.

Students wishing to provide Management with feedback on any areas of concern or improvement are encouraged to complete the Feedback form available at reception.

Students are asked to complete course evaluations at certain points in their program. The information provided is used to assess and improve the programs and student support services.

RESULTS IN VOCATIONAL EDUCATION AND TRAINING (VET)

Vocational education and training undertaken at BRIGHTON INSTITUTE (BIT) is competency based. Assessments determine whether a student is competent or not yet competent.

NYC	Not Yet Competent
C	Competent
RPL	Recognition of Prior Learning
CT	Credit Transfer

Students may request to re-check their personal records/student file at any time. A request must be made in writing to Student services.

Results will be made available 28 days after the end of the course, provided the student has duly filled in the Student Request Form and submitted it to reception. In addition, the student should have met all course requirements and cleared all fee dues.
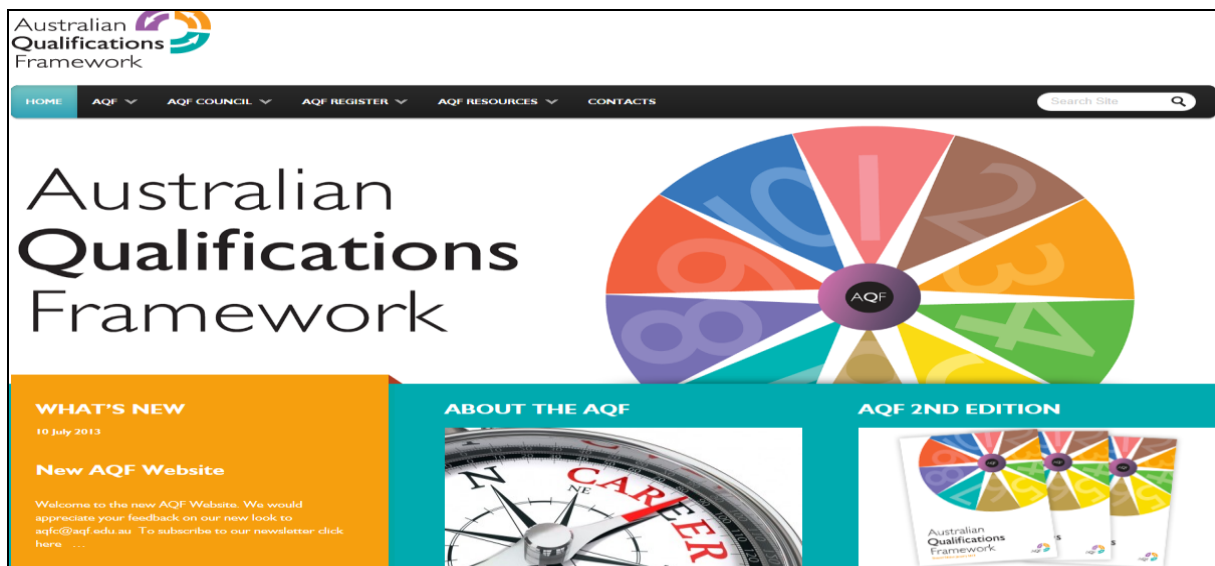
Certificates

Upon completion of your course, students are presented with a certificate. You may either collect your certificate in person or have it mailed to you. Please note that BRIGHTON INSTITUTE (BIT) cannot accept responsibility for damage caused to certificates when mailed. Store your certificate in a safe place. A replacement certificate can be

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obtained by filling in a *Request for Certificate* form available from reception. The completed form and $25.00 should be lodged at reception. Allow seven days for processing.

TRAINING AND QUALIFICATION LEVELS

BIT courses are nationally accredited under the Australian Qualifications Framework (AQF) and internationally recognised. The Australian Qualifications Framework (AQF) incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. One of the key objectives of the Australian Qualifications Framework is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET (Vocational Education and Training) and higher education as an individual's learning and career ambitions require. The AQF provides for flexible, transparent and systematic learning pathways and to the removal of boundaries between educational sectors. **For more information on AQF please visit http://aqf.edu.au/**

BIT offers courses at the Certificate II, Certificate III, Certificate IV, Diploma, and Advanced Diploma. Graduate outcomes as defined under the AQF for these levels are as follows.

AQF Level	VET at BIT	Purpose	Summary
Level 3	Certificate III	The Certificate III qualifies individuals who apply a broad range of knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning
Level 4	Certificate IV	The Certificate IV qualifies individuals who apply a broad range of specialised knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning	Graduates at this level will have theoretical and practical knowledge and skills for specialized and/or skilled work and/or further learning
Level 5	Diploma	The Diploma qualifies individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning	Graduates at this level will have specialized knowledge and skills for skilled/paraprofessional work and/or further learning

Level 6	Advanced Diploma	The Advanced Diploma qualifies individuals who apply specialized knowledge in a range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning	Graduates at this level will have broad knowledge and skills for paraprofessional highly skilled work and/or further learning

IMPORTANT INFORMATION FOR INTERNATIONAL STUDENTS:

(A) Visa Requirements

Student Visas are issued by the Australian Department of Home Affairs (DHA). There are a number of specific requirements that must be met before a student visa can be granted. These requirements vary, depending on your nationality, the assessment level of your country and the level/type of study you intend to undertake in Australia. For further information regarding student visas, please visit the DHA website at https://www.homeaffairs.gov.au. You may also seek assistance from an Australian Diplomatic Mission or a BIT authorised representative in your home country.

Student visa requirements include:
- You must satisfy course requirements by remaining enrolled in a CRICOS registered course and maintaining satisfactory course progress requirements
- You must maintain adequate Overseas Student Health Cover (OSHC) during your stay in Australia
- You must notify your education provider of any change in your residential address within seven days of the change
- you can work in paid employment for no more than 40 hours a fortnight provided that work does not interfere with your studies (there are no limitations to working during recognised holiday periods)

Overseas Students Health Cover (OSHC)

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia. Membership of any health insurance scheme in your home country does not exempt you from having OSHC. Exemptions are only available if you are a Norwegian student covered by the Norwegian National Insurance Scheme: A Swedish student covered by the National Board of Student Aid or by Kammarkollegiet; a Belgian student covered under the Reciprocal Health Care Agreement with Australia

On acceptance of a course offer, all international students must pay a fee for health insurance in accordance with the length of their course. Students must be covered by OSHC from the day they arrive in Australia, until the end date of their visa. It is their responsibility however to ensure that their OSHC is up to date once the initial coverage expires after one year. We can help to arrange your private health insurance (OHSC) from amongst several providers of OSHC in Australia, for the duration of your study. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

Australian Health Management OSHC	www.ahmoshc.com
BUPA Australia	www.overseasstudenthealth.com
Medibank Private	www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
OSHC Worldcare	www.oshcworldcare.com.au
NIB OSHC	www.nib.com.au/home/newtonib/overseasstudents

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

The cost of OSHC for 2020 is as follows:

OSHC 2017	Single	Couple	Family
1 Year	$479 - $558	$2,756 - $3,293	$4,540 – 5,844
2 Year	$975 - $1114	$5920 - $6290	$11,615 - $12,345

*Prices are correct at the time of printing.

For more details on OSHC visit
https://www.homeaffairs.gov.au   or http://www.studyinaustralia.gov.au/

Dependants

Most student visas allow you to bring your family members to Australia as your dependants. As a prospective international student, you are required to enrol any of your school-age dependants in Australian government or non-government schools and pay full fees for their study. You will also need to provide OSHC membership for your family. Please check with DHA about bringing your family as there are certain restrictions depending on the assessment level of your country.

Study vs Work hours

You have approximately 20 hours of study time per week. Classes run across seven days and between 7:30am and 10:30pm. You will generally be expected to attend the college three days a week for around seven hours per day. During study time you can work up to 40 hours per fortnight (2 weeks). During the official holidays you can work full time. Please see www.immi.gov.au for more information.

Tax File Number:

When you commence work, you should apply for a Tax File Number (TFN). This ensures that the correct amount of tax is deducted from your earnings. It also allows you to claim a refund at the end of the financial year. Most of the students who work part- time are eligible for a refund.
For more details kindly visit www.ato.gov.au
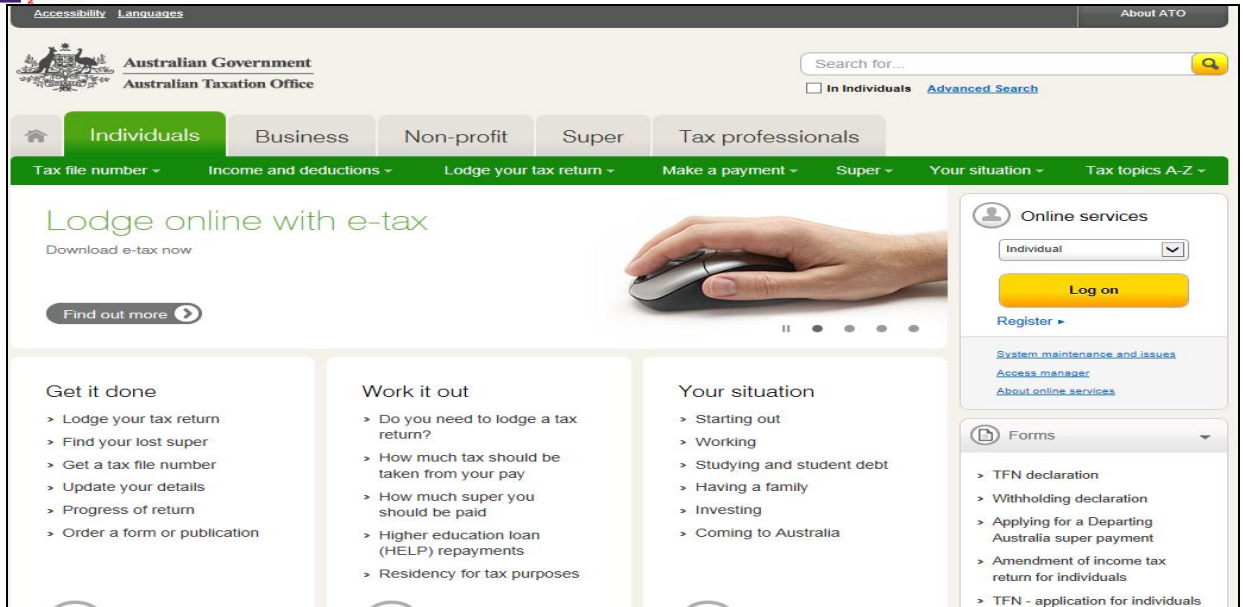
(B) Entry Requirements

Minimum Age:

BIT will not accept overseas students who would be under 18 years of age at the time of proposed commencement.

Academic Level:

BIT requires the successful completion of studies equivalent to Australian Year 12 education as the minimum level of entry into courses.

English Language Proficiency:

Standard 2.1a of National code 2018 requires BIT to provide current and accurate information about the minimum level of English language proficiency required before accepting a student for enrolment in a course (i.e., before issuing a CoE).

Accordingly, international students applying to BIT must provide evidence of their English language proficiency before they can be admitted to their preferred programs. All evidence of English language proficiency must have been completed within two years of your application to BIT i.e., the test must be taken no more than two years prior to the BIT program commencement date. In some cases, if you do not meet BIT's English language proficiency direct entry level requirements, BIT may offer you a suitable ELICOS English language pathway. BIT can advise on a suitable pathway after receiving your application with attached English language proficiency evidence.

Please note that where an applicant has achieved more than one form of English language proficiency, only the most recent achievement will be considered in the admission decision.

Acceptable Form of evidence for English Language Proficiency at BIT	Acceptable Score for Direct Entry Level for Certificate/ Diploma/ Advanced Diploma Courses
International English Language Testing System (IELTS) - Academic	5.5
Test of English as Foreign Language (TOEFL) - Paper Based Test (PBT)	527

Pearson Test of English Academic (PTA Academic) - Paper Based Test (PBT)	46 (With no communicative skill score less than 42)

In addition to meeting BIT admission requirements, applicants will also need to meet the academic record and history and English language skills eligibility requirements of the student visa as set out by the Department of Home Affairs (DHA). Further information about student visa eligibility requirements can be found at https://www.homeaffairs.gov.au
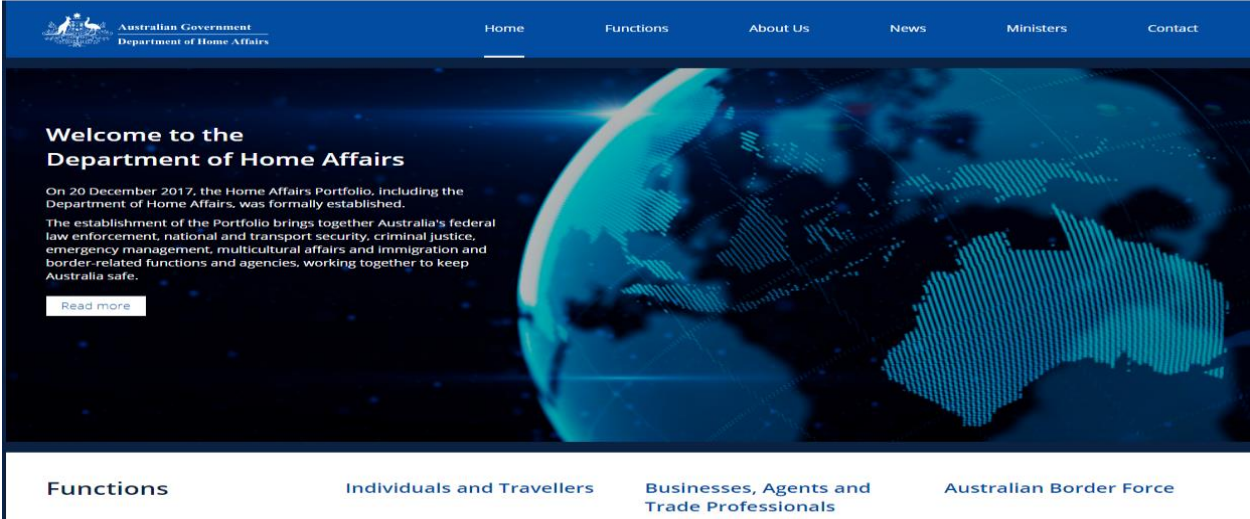
(C) Additional Requirements

Language, Literacy and Numeracy Assessment:
All international students must also complete a Language, Literacy and Numeracy (LLN) form at the time of orientation to identify competence in literacy and numeracy levels which will highlight whether an additional student support service is required on an individual basis.

Australian year 12 Equivalent of other countries

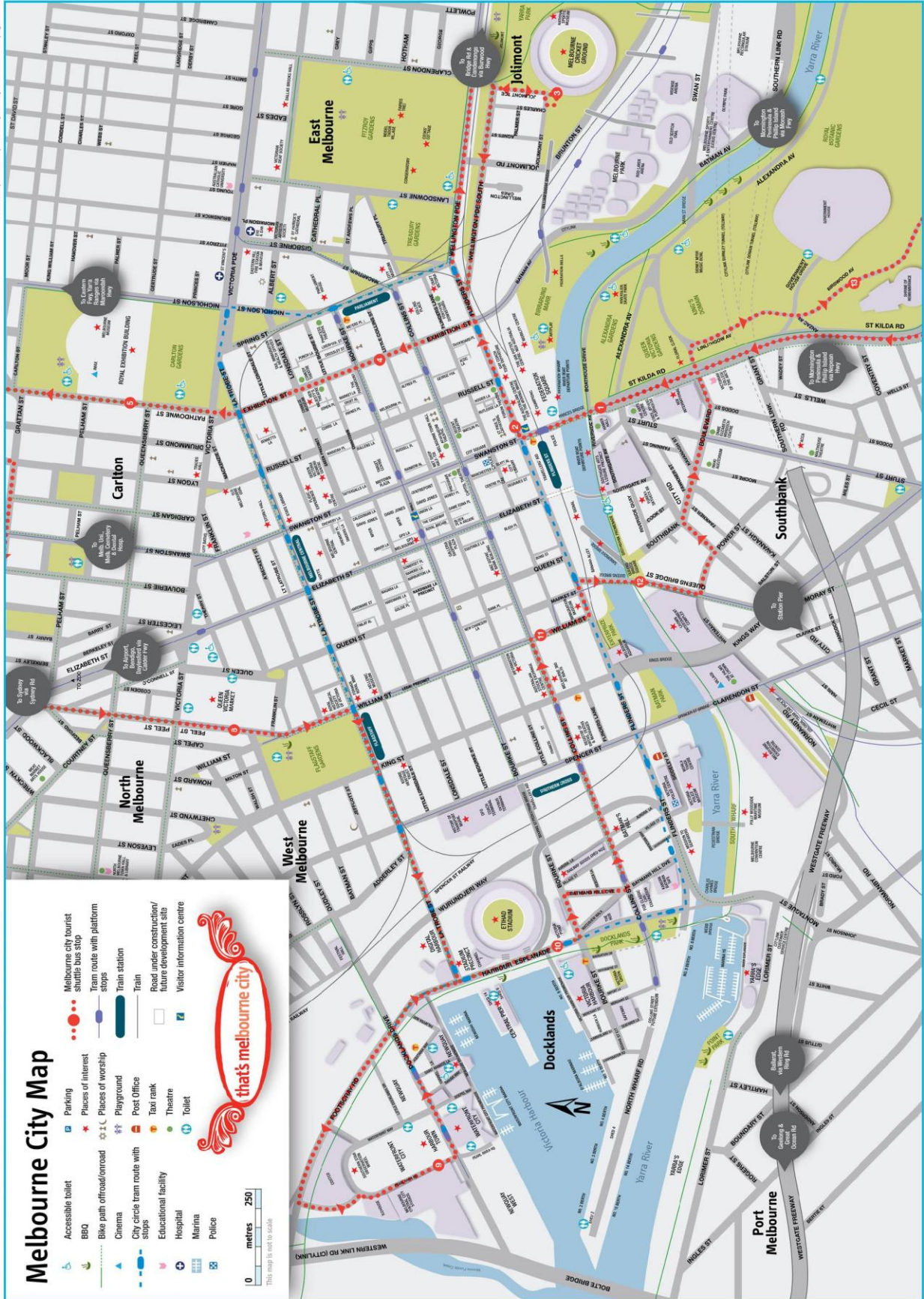| COUNTRY	ADVANCED DIPLOMA/DIPLOMA	CERTIFICATES
Brunei	2 Passes in GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
China	National Senior High School Graduation Examination	Matriculation Examination
Europe	Equivalent to Australian Year 12	Equivalent to Australian Year 10/11
Hong Kong	Form 6 or equivalent	Form 5 or equivalent
India	10+2 minimum of 50% average	10+1 minimum of 50% average
Indonesia	SMU 3	SMU 2
Japan	Kotogakko/Upper Secondary School Certificate/Junior College/5 years Technical College	Chugakko/Lower Secondary School Certificate
Kenya	KCSE 'C' average or 'A' levels	KCSE pass or 'O' levels
Malaysia	2 passes in STPM	4 SPM 'D' grade or higher
Mauritius	2 passes in GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Myanmar	Minimum completed 2 years at Professional College or Secondary Technical College	Basic Education High School Matriculation 45% or higher
Philippines		High School Diploma
Pakistan	Completion of Senior School Certificate average 50% or more	Completion of School Certificate average of 55% or more
Singapore	2 passes in GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher

South America	Equivalent to Australian Year 12	Equivalent to Australian Year 10/11
South Korea	High School Leaving Certificate or 12 years of school	High School Leaving Certificate or 11 years of school
Sri Lanka	2 passes in GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Taiwan	Senior High School or Senior Vocational School or Junior College	Senior High School 2nd year
Thailand	Matayom 6 or Certificate in Vocational Education	Matayom 5
Vietnam	Year 12	Year 11

MAP OF BRIGHTON INSTITUTE OF TECHNOLOGY: MAIN CAMPUS & TRAINING LOCATIONS

Main Campus: BRIGHTON INSTITUTE OF TECHNOLOGY 380 Bourke Street Melbourne Victoria 3000 Australia **Training Kitchen:** The Bite Multi-Cuisine Restaurant (At Basement of BIT Main Campus)	 380 Bourke St Melbourne VIC 3000 Get directions
Automotive Workshop: 95 – 97 Lorimer Street Docklands 3008	

CITY OF MELBOURNE

Melbourne City Map