

The Bright College

(RTO Code: 45752 CRICOS Code: 03945D)

Student Handbook

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1. Introduction

The Bright College (RTO Code: 45752), (CRICOS Code: 03945D) welcomes all students undertaking Vocational Educational Training (VET) through our Registered Training Organisation and wish you all the success in your studies.

The Bright College is a modern and new educational facility established in 2021 in Perth, Western Australia utilising up to date educational learning environments that provide our students with current industry knowledge and the practical skills to ensure our students achieve their full potential and are successful to find employment in their chosen career pathway, further their career opportunities within their current workplace or seek other employment or promotional opportunities with a new company.

Our Trainers and Assessors maintain current industry experience to enable students to enter the workforce with a high level of confidence and ability to carry out their workplace duties, roles and responsibilities to acceptable industry and company standards.

2. Welcome to Perth, Western Australia

The Bright College campus is situated at Unit 2 19 Kent Way Malaga WA and is a suburb of Perth, the capital city of Western Australia. Perth is a vibrant city nestled in nature. It's relaxed laid-back lifestyle offers the perfect balance of urban and natural settings. WA offers so many wonderful experiences and opportunities for the locals and visitors to have fun, relax and enjoy life. Whatever you are interested in - history, arts and culture, sporting events, flora and fauna, beaches, food, wineries or just catching up with friends and family for a picnic in one of our many beautiful scenic parks, our tourism attractions cater for all age and cultural groups.

Whilst studying in Perth at The Bright College, as a student you will have time for lots more adventure and incredible experiences, so go for it and make the most of it

“Wander out Yonder in WA “!

For further information: www.thebrightcollege.edu.au or www.tourism.wa.gov.au

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3. The Bright College – Location, Facilities and Resources

The Bright College’s training facilities are located at:

Unit 2 Kent Way

Malaga

Western Australia, 6090

The facilities at the Bright College include:

- Onsite free parking
- Air-conditioned and heated classrooms (including disability access) with student tables and chairs.
- Free internet access for all students
- Charging stations for student devices
- Computer Laboratory
- Kitchen – microwave, fridge, tea, and coffee making facilities.
- Relaxing undercover outdoor area
- Library
- Student Lounge with television
- Smoking area
- Locations of access to transport facilities, local banks, cafes, restaurants, and other facilities with the Malaga Markets food hall open on Fridays.

Training and assessment resources include:

- Trainers and Assessors with current Vocational education and Training (VET) industry experience, applicable industry qualifications and the required qualification to deliver and assess.
- Learner Guides
- Learner Assessment Packs
- Learner Management System (Moodle)
- Course Schedules
- Reference articles
- TV screens
- Printer and Photocopier access
- Resources that enable students to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills for each unit of competency.
- Assessment conditions in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry

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4. Student Contact Information (in Australia)

It is your responsibility as a student studying at The Bright College on a student visa to notify The Bright College of all your contact details including your residential address in Australia within 7 days of arriving in Australia. Any changes made to your contact details including residential address during the duration of your enrolment with the Bright College must also be updated with The Bright College within 7 days of this change.

5. Vocational Education and Training (VET)

Vocational Education and Training (VET) enables students to acquire skills and knowledge for work through a nationally recognised industry-developed Training Package or accredited course. VET is delivered, assessed, and certified by Registered Training Organisations (RTOs).

Student's study and learn with Competency Based Training and Assessment methods and will be assessed according to established and required Industry Standards that will equip the student with the essential practical skills and knowledge to gain employment in their chosen industry field.

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6. Training Courses and Qualifications (Scope of Registration)

The Bright College is recognised by ASQA (Australian Skills Quality Authority) to deliver nationally recognised VET courses and qualifications from the following Training Packages:

BSB	Business Services	(International and Domestic Students)
BSB40120	Certificate IV in Business	
BSB50120	Diploma of Business	
BSB60120	Advanced Diploma of Business	
CHC	Community Services	(International and Domestic Students)
CHC33015	Certificate III in Individual Support (Ageing)	
CHC33015	Certificate III in Individual Support (Disability)	
CHC33015	Certificate III in Individual Support (Home and Community)	
CHC33015	Certificate III in Individual Support (Ageing, Home and Community)	
CHC33015	Certificate III in Individual Support (Ageing, Disability)	
HLT	Health	(International and Domestic Students)
HLTAID009	Provide cardiopulmonary resuscitation.	
HLTAID011	Provide First Aid	
HLTAID012	Provide First Aid in an education and care setting.	

More information on our courses and qualifications is available on our website.

www.thebrightcollege.edu.au

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7. Enrolment Process

All prospective students (Domestic or International) must complete in full, a paper or online Application Form meeting any entry requirements to study the course / qualification and submit all original supporting documentation / evidence as stated on the Application Form.

The original supporting documentation / evidence must be:

- Sighted and verified by The Bright College administration staff, or
- Certified copies

Identification:

- Drivers Licence, or Australian Passport, or
- Non-Australian Passport (with Australian Visa)

Residency:

- Medicare Card (Green)
- Unique Student Identifier (USI) if available

International Students:

- Academic Documents
- Current Passport
- Current Visa (if applicable)
- Evidence of English-speaking proficiency
- Curriculum Vitae (if applicable)
- (OSHC) Overseas Student Health Cover details (if you have)
- Genuine Temporary Evidence (GTE)
- Proof of COVID Vaccine

* Any additional requirements relating to the course will be communicated as part of the enrolment process.

If your Application Form is accepted the Bright College will send you a Student Course Acceptance Agreement confirming all the details of your selected course and payment details. For you to secure your position in the course the required deposit must be paid by the due date as stated on the Agreement. Students are required to read all the information that they have been sent prior to signing the Declaration and Acceptance section of the Agreement.

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The Bright College staff are available to assist you with any queries and questions with your Application Form and / or Student Course Acceptance Agreement. Contact us by phone on (08) 6244 3233 or via email admin@thebrightcollege.edu.au.

Forms are to be returned by:

- Post or in person: Unit 2 19 Kent Way Malaga WA 6090
- Email: admin@thebrightcollege.edu.au

A receipt issued by The Bright College on payment of the deposit or full fees is your Confirmation of Enrolment for the course / qualification.

8. Student Induction and Orientation

The Student Induction and Orientation session provides all students with important and relevant information with regards to a successful completion of their course / qualification.

This session includes:

- Emergency Evacuation Plan
- Introduction to the Bright College's staff and their roles
- Introduction to your Trainer(s) and Assessor(s)
- Course information e.g., Packaging rules, Units of Competency, Industry Standards
- Unique Student Identifier (USI)
- Nationally Accredited qualification(s)
- Recognition of Prior Learning (RPL) and Credit Transfer
- Delivery mode(s)
- Learning Management System (Moodle)
- The Bright College facilities and surrounds
- Course Overview
- Student Schedule
- Student and classroom behaviour and expectations
- Student Dress Code
- Assessment Methods
- Competency based assessments.
 - Competent (C)
 - Not Yet Competent (NYC)
- Work Placement (if applicable)
- Student Orientation and Induction checklist
- Student Q & A's

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The Student Induction and Orientation sessions will be scheduled as follows:

Business Qualifications - prior to the course commencement date

- a. Individual Support Qualifications - prior to the course commencement date
- b. First Aid -same day as the course, prior to course commencement

It is compulsory to attend the Student Induction and Orientation where possible and any absentees. (Prior approval must be given by The Bright College) with will need to attend another session as arranged by the staff within 1 week of the course commencement date and within the student's own time.

9. Unique Student Identifier (USI)

Each student must apply to have USI number to be able to receive a completion certificate for a nationally recognized training in Australia. This refers both to students in Australia and those from abroad.

You will only be able to receive the verification of completing the course only after you are assigned a USI number.

USI is an identification number made up of letters and numbers – unique to each student.

With a USI, you gain access to an online account that contains details about any nationally recognized training program you have completed after January 1st, 2015.

For more information and / or to apply visit:

www.usi.gov.au → For students → Get a USI

Exemptions to the USI requirements may apply to some students, for more information visit:

www.usi.gov.au → For students → Exemptions from the USI

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10. Course Delivery Modes

Face-to-Face - all training, learning and assessments occur in a classroom environment on campus. Content, communication and collaborations between Trainer and students, students and students are timetabled and scheduled on campus at set times, days, and weeks for the duration of the course.

Online – study, learning, coursework distribution and assessments are conducted or facilitated via the use of the internet between Trainer and students, students and students.

Blended – combines online educational materials and learning opportunities with the Face-to-Face delivery mode.

Please note:

In the event of lock down, it is likely that students will continue their course online. Your Trainer/Assessor will provide an Orientation for online learning.

11. Course Delivery

The Bright College ensures that all resources meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

The Bright College implements the following for each course delivery:

- Trainers and / or Assessors with appropriate VET and industry qualifications, experience, and industry currency, including having the Assessor requirements as identified in the relevant Training Package assessment guidelines.
- All Trainer and student resources are current and meet the requirements of the relevant endorsed Training Package(s) and / or accredited course(s), for the delivery, assessment and issuing of qualifications.
- All delivery and assessment resources are suitable and appropriate to the methods of delivery and assessment requirements and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.
- The Training and Assessment Strategies are planned with industry consultation and approval and are always selected to best achieve the required elements of competence while considering the learning style of the participant.

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The Bright College has an obligation, under its conditions of registration to comply with ASQA and to issue AQF certification documentation to you when you have completed your course, been deemed competent through the Assessment process, and finalised all course fees.

12. Assessment Methods

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that a student can perform to the standards expected in the workplace.

Evidence gathering methods as specified in each Training Package may include:

- Practical skills demonstration
- Simulated or real workplace
- Oral questioning
- Work placement performance
- Role-play
- Portfolio
- Oral presentation
- Graphic presentation
- Projects/Assignments
- Audio/visual display
- Written knowledge-based tests
- Third party reports

The Bright College has demonstrable experience and skill in providing or facilitating Assessments that meet the endorsed components of relevant Training Package(s) and/or accredited courses.

The Bright College will implement an assessment system that ensures that assessments (including Recognition of Prior Learning):

- complies with the assessment requirements of the relevant Training Package or VET accredited course.
- is conducted in accordance with the
 - Principles of Assessment and
 - Rules of Evidence

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13. Conducting the Assessment

All assessment activities undertaken by The Bright College will be explained by the Trainer and Assessor and outlined as follows to all students:

- Prior to the commencement of the course the various styles of assessment methods and procedures for the qualification
- Prior to the commencement of each Unit of Competency Assessment the assessment methods and procedures
- Opportunities for Recognition of Prior Learning
- Reasonable Adjustment methods
- Re-assessment procedures
- All evidence-gathering methods remain reliable, flexible, fair and valid.
- Assessors record individual student assessment results.
- All student assessments are to be kept by The Bright College
- Appeals Process
- Evaluation of Assessment processes and procedures is gathered on an on-going (informal) basis.

14. Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process that evaluates a student's skills, knowledge, and experience (this can be formal, non-formal and informal) gained through working and learning, in Australia or overseas, be it through life experience, work or other activities such as volunteering.

Students who would like to be assessed through the RPL pathway need to provide sufficient evidence of the necessary knowledge and skills to match a Unit of Competency that is listed as part of their enrolled course / qualification. A student who would like to apply for RPL should contact and discuss this assessment pathway with their Trainer / Assessor and then if they wish to proceed, contact The Bright College administration requesting the RPL Application Kit.

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15. Credit Transfer

A credit transfer is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.

The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

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16. Principles of Assessment

The Bright College ensures that all Assessment conducted is fair, flexible, valid, and reliable.

Fair

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner's needs.

The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexible

Assessment is flexible to the individual learner by:

- reflecting the learner's needs
- assessing competencies held by the learner no matter how or where they have been acquired.
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Valid

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
- assessment of knowledge and skills is integrated with their practical application.
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations.
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliable

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

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17. Rules of Evidence

Valid

The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authentic

The assessor is assured that the evidence presented for assessment is the learner's own work.

Current

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

18. Students' Records

The Bright College is required by ASQA to maintain an individual Student File for each student who undertakes any form of Training and Assessment with The Bright College. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. Each student has access to their student file by contacting administration.

Some student records are available to students online through the Student Portal. Students' records are not available to other people unless The Bright College is requested in writing by the student to allow such access. All students work will be maintained in accordance with Privacy and Confidentiality Laws and The Bright College's registration requirements only.

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19. Employment

Student visa work restrictions were relaxed throughout the pandemic, and completely removed in January 2022 to allow primary and secondary student visa holders to work over their normal limit of 40 hours per fortnight to address workforce shortages. This will end on 30 June 2023.

From 1 July 2023, International students in Australia on a valid student visa can work for up to 48 hours per fortnight while school is in session, and there is no limit on the number of hours an international student can work during recognized school vacations. A work week in Australia is considered to start from Monday through the following Sunday. You can work more than one job if the total hours are not more than 48 in a fortnight. Students are not allowed to begin working until after their courses have begun.

The 48 hour per fortnight limit does not extend to any work the student is required to undertake as a component of his or her studies or training. Volunteer and unpaid work, however, does count towards the 48 hours. If an international student works more than the Australian restrictions allow, his or her visa may be cancelled.

Students should refer to the Department of Home Affairs (www.homeaffairs.gov.au), Immigration and Citizenship section, for further information and advice on their allowable hours in which they can gain employment and work.

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20. Work Placement

All students enrolled in a CHC33015 Certificate III in Individual Support qualification in order to achieve this qualification must have completed at least 120 hours of Work Placement as detailed in the Assessment Requirements of the Units of Competency.

This will require all students to apply for and be issued with the following prior to undertaking the Work Placement:

- WA National Police Clearance Certificate
- Working With Children Check

The Work Placement will be included and must be completed during the course timetable.

The Trainer / Assessor will discuss in more detail the Work Placement program at the commencement of your course.

All students will be expected to sign the Work Placement Agreement acknowledging their responsibilities whilst on Work Placement.

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21. Student Welfare, Guidance and Learning Support Services

The Bright College's Management and staff will support all students consistent with the requirements of the course, delivery mode and the learning needs of all student cohorts. If a student has identified on their Application Form that Support Services may be needed, then the Student Manager and Trainer will meet with the student prior to course commencement and discuss with the student the learning support services that are available and that can be implemented by The Bright College and the Trainer.

This may involve additional tutorials, or "reasonable adjustment" strategies aimed at supporting course progress. During the course, any other students who feel that they require additional learning support should contact their Trainer and / or Student Manager to arrange for a mutually convenient appointment to discuss their learning support needs. Online studies can be supported by making direct contact with the designated Trainer.

The Bright College does not offer formal welfare or guidance services, but every effort will be made to assist clients to access appropriate support agencies.

Some examples are:

Mental Health	https://www.mhc.wa.gov.au/
	https://www.lifeline.org.au/
	https://www.beyondblue.org.au/
	https://www.headspace.org.au/
Domestic Abuse	https://www.dss.gov.au/
Friendship	https://www.befriend.org.au/
COVID-19	https://www.health.gov.au/

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22. Language, Literacy and Numeracy (LLN)

The Bright College recognises that all Vocational Training includes Language, Literacy and Numeracy tasks and all The Bright College's Trainers and Assessors provide:

- Student materials, resources and Assessment tools and tasks that do not require clients to have Language, Literacy and Numeracy skills of more complexity than those used in the workplace for the competencies being delivered and assessed.
- Guidelines of the language, literacy and / or numeracy task(s)
- Opportunities for repeated and supported practice and
- Opportunities for independent practice

23. Student Attendance

Student attendance in class is vital to the successful completion of all learning and assessment tasks therefore, students are expected to attend all classes as per their course schedule.

The Bright College is required to record each student's daily attendance and if a student is late or leaves early this will be noted on the daily attendance register. If a student knows they are going to be absent, late from or needs to leave early from class please notify your Trainer prior to the designated class commencement.

On the morning of a class if a student is going to be absent due to sickness please notify the Trainer, Student Support Officer or Administration via email or phone.

Please DO NOT ATTEND class if you are displaying any of the following flu like symptoms:

cough, runny nose, fever, sore throat, shortness of breath, loss of taste and smell

It is each student's responsibility to catch up on missed work. If you require extra assistance with this missed work, then it is to be discussed with the Trainer and completed on a day and time that suits the Trainer and must be in your own time.

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International Students:

For international students it is a requirement of your International Student Visa granted under the Australian Government's Education Services for Overseas Students (ESOS) Act 2000 that you must attend at least 80% of classes.

The Bright College's Management and Staff will monitor student attendance in all its courses ensuring that student attendance percentages are maintained in an accurate manner and appropriate support and counselling is provided.

Where a student's attendance is identified as 90% or below and at risk of falling below 80% in any study period, the Student Support Officer (Domestic students) or the Overseas Student Contact Officer (International Students) will seek to make an appointment with the student to determine the reasons for the reported non-attendance and verify if any compassionate or compelling reasons exist for the non-attendance and a warning letter may be issued to the student.

If continued non-attendance falls below 80% an international student may be reported to the Department of Immigration and Border Protection (DIBP) which may result in the cancellation of the student's visa and the student may be instructed by the Australian Government to leave the country.

Student records of attendance will be maintained on the Students File.

24. Work Health and Safety (WHS)

All students are required to:

- Follow the Emergency Evacuation Plan, and the instructions of the Trainer and / or staff always.
- Abide by the WHS legislation which means that all students have a duty of care to maintain a safe environment for both themselves, other students, and staff.
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others.
- Listen carefully to the Trainer and / or staff when she / he is informing you of WH&S matters.
- Read and understand The Bright College's WH&S Policy and abide by the rules.

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- Report to the Trainer and / or staff any issues relating to WH&S regulations or any practices you believe to be unsafe.
- Wear suitable clothing and shoes appropriate to the course Students are notified prior to enrolment of any specific dress requirements relevant to their course / qualification.
- It is every student's responsibility to respect the rights of other students, Trainers and staff while attending a course / qualification provided by The Bright College. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.
- It is the student's responsibility to notify The Bright College when enrolling if learning support is required (e.g., LLN)
- Students are responsible for personal possessions during class and breaks.
- Be COVIDSAFE and display COVID-19 safe practices

25. Equal Opportunity

The Bright College is committed to equal opportunity policies and principles and will ensure that all students have the right to learn, study and be treated fairly in an environment that is free from any form of harassment or discrimination.

This will be achieved by:

- Promoting and providing an environment which recognises and respects the diversity of all students.
- Ensuring that all students understand that any form of harassment or discrimination will not be tolerated in the learning environment and any form of this behaviour will stop immediately or if not, consequences will be put into place.

It is against the law to discriminate against, harass, vilify, or bully a person because of their:

- age
- sex
- pregnancy
- disability
- race
- colour
- ethnic background
- religion
- nationality
- marital status
- gender identification

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26. Code of Practice

The Bright College has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of Vocational Education and Training to all its students. This Code of Practice provides all policies and procedures, and it is a requirement of employment and a requirement of study at The Bright College that all personnel abide by this code.

This includes:

- Students have the right to expect a qualified and industry current Trainer who can assist them to successfully achieve the expected course outcomes.
- Identifying and providing any “reasonable adjustments” to the learning and assessment processes for any student(s)
- Students have the right to be reassessed if competency has not been achieved.
- Language, Literacy and Numeracy support
- Relevant legislative requirements and accessibility

27. Student Behaviour

All Students are expected to always behave with courtesy and respect towards each other as well as toward The Bright College’s staff.

- Students are expected to always display positive moral conduct with fellow students and staff.
- Any food and drinks (except water) will not be allowed in the classroom.
- The Bright College is a non-smoking campus. Students are permitted to smoke in designated smoking areas off campus.
- Students discovered to be under the influence of alcohol, illegal drugs or any other substances that may affect the welfare of themselves, other students, and staff, will be asked to leave The Bright College’s campus immediately and will face disciplinary action which may result in their course enrolment cancellation.
- Students are to respect that during class the Trainer and other participants have the right to impart knowledge, listen and learn and hence disruptive talking during class is not acceptable as this distracts fellow students and shows disrespect to the Trainer.
- Student dress is to be clean, neat, tidy, and modest and appropriate for the classroom environment.
- Personal hygiene must be of a high standard.

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- Students are required to be punctual for the commencement of each class session. A student who is late may not be allowed to enter the class until the next classroom break. When late students enter class, they must exercise consideration so as not to disturb their fellow students already involved in class work and catch up on missed work etc during their own time.
- Mobile phones are too be turned off during the class sessions and any inappropriate and misuse of mobile phones, electronic equipment, such as cameras, video cameras and computers is not permitted during classes. Student's may face disciplinary action for this behaviour.
- Students are not to permitted use social media apps to post any personal, private, insensitive information and / or negative comments about The Bright College, other students, and staff.
- Students are required to follow COVID-19 safe practices.

28. Disciplinary Procedures

The Bright College's students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during Face to Face and assessment.

Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in their enrolled course.

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29. Complaints and Appeals Procedures

Students enrolled at The Bright College have ongoing access to a Complaints and Appeals Procedure which features both an Internal and if necessary, an External process.

Internal Process

The features of The Bright College's Complaints and Appeals Process include.

- written records of all complaints and appeals
- registering complaints and appeals are at no or minimal cost to the student.
- allowance of a support person at any Complaints or Appeals meetings.
- written statements detailing Complaint and Appeal outcomes.
- resolutions to Complaints and Appeals are acted on promptly.

The Complaints and Appeals Procedure of The Bright College shall ensure that all complaints are dealt within a constructive and timely manner at no cost to the complainant. All students have the right to express a concern or problem and to lodge a complaint if they are dissatisfied with any aspects of their course enrolment, classroom environment, training and assessment services or the behaviour of another student.

Any student that has a complaint should first approach the Trainer, Student Support Officer or Administration and explain their complaint. All complaints are acknowledged in writing and finalised as soon as is possible through a consultation process. This will involve discussions with the complainant and respondent in trying to reach a conciliation agreeable to all parties.

The student's complaint if not satisfactorily resolved, can be appealed by the student, and will be reported to the earliest of The Bright College's Management meeting or dealt with within 14 days of lodgement. If a student uses the Complaints and Appeals Procedure, it does not put the student's enrolment at risk.

The decision of The Bright College's Management concerning the complaint and subsequent appeal outcomes will be advised to the student in writing as soon as possible following the meeting.

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External Appeal

Students who are not satisfied with the outcomes of a complaint or appeal submitted through the Complaints and Appeals Procedures of The Bright College may then seek to refer their complaint to an external independent third party. All costs incurred for the third-party review will be incurred by the complainant.

30. Course Deferment

The Bright College's Management and Staff will assess all student applications for course deferments of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant, opportunities of appeal.

Students may be granted deferment of course study where compassionate and compelling circumstances are experienced by the enrolled student and adequate evidence and or documentation exists to support these circumstances. In the case of a need to defer a course of study the student should approach the Student Support Officer and submit a written explanation of their deferment request with any supporting evidence and / or documentation concerning their prevailing circumstances.

The decision to grant the deferment to a student will be made as soon as possible so as not to cause any undue stress on the student and / or any other persons involved.

31. Course Enrolment Transfer

Once enrolled, students may apply to The Bright College's Management for a transfer of enrolment to attend another Educational Provider offering courses to International Students.

To qualify for course transfer, the student must have completed at least six months of their principal course of study unless:

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- Reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from The Bright College's location of training,
- The Bright College has ceased to be registered as a Provider on CRICOS or the course has ceased to be registered,
- The Bright College 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.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.
-

If you have not completed six months of your principal course of study at The Bright College and you wish to transfer to another Provider, please use the "Application for Release / Cancellation of Studies Form".

Should an application for Course Enrolment Transfer be successful the student will be notified via a Letter of Course Cancellation.

Should an application for Course Enrolment Transfer be unsuccessful the student will be notified via a Letter of Course Cancellation Non-Approval.

32. Course Suspension or Cancellation

Where a student's conduct and / or behaviour both within and outside the learning environment has been found to violate The Bright College's policies and procedures relevant to students and where sufficient warning and support to alleviate this conduct and / or behaviour has been provided, the Student Support Officer will inform the student that their misconduct has resulted in a report being made to The Bright College's Management.

The Bright College is required by law to report any international student to the Australian Government who are found to be in breach of their visa conditions which may result in the cancellation of the student's visa and a student may be instructed by the Australian Government to leave the country.

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Students receiving a misconduct report and a resultant suspension or cancellation of enrolment by The Bright College's Management, may access the internal /external Complaints and Appeals Procedures within 14 working days to do so following the decision.

33. Legislation

Information about current legislative and regulatory requirements relevant to participants enrolled in Vocational Education and Training can be found are:

- Australian Skills Quality Authority (ASQA) is the national regulator for VET. They register training providers and accredit VET courses to ensure nationally approved standards are met (www.asqa.gov.au)
- The Department of Training and Workforce Development
- (Government of Western Australia) enforces the Vocational Education and Training Act 1966, Vocational Education and Training (General) Regulations 2009 and Vocational and Training
- (Colleges) Regulations 2006 (www.dtwd.wa.gov.au)
- Work Health and Safety Act 2011 provides for duties and obligations related to workplace health and safety, for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimization (www.legislation.gov.au)
- Data Provision Requirements 2012 (www.legislation.gov.au)
- There are State and Federal laws that cover privacy and confidentiality (www.oic.wa.gov.au)

The Education Services for Overseas Students (ESOS) framework sets out the standards that Australian education providers must meet in offering education and training services to international students.

For further information: www.internationaleducation.gov.au

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34. Cheating and Plagiarism

The Bright College expects that all students will display a high standard of learning, studying and assessment ethics during their course.

The Bright College will not accept any of the following dishonest student behaviour:

- submitting someone else's work as your own (with or without consent from that person)
- submitting an author's work as your own, without the proper acknowledgement of the author e.g., text, photos, music
- giving your work, with permission, to another student for submission as their own work
- providing false information and documentation with the Application Form.

A Trainer / Assessor employed by The Bright College has the right and responsibility to investigate further if they suspect a student of cheating or plagiarism. The investigation will be carried out in a private and confidential manner.

All students are expected to cooperate with The Bright College's process of determining if cheating or plagiarism has occurred and if a student has been found to have participated in or cooperated with another student in cheating or plagiarism then the student's enrolment may be terminated, and all fees will be non- refundable. This will be determined by the seriousness of the offence committed.

If a student disagrees with the penalty imposed, they are entitled to lodge an appeal as outlined in the Complaints and Appeals section of this handbook.

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35. Fees, Charges and Refunds

Students enrolling at The Bright College pay agreed fees as follows:

(Application, Deposit, Tuition and Resource - whichever are applicable to you as an enrolling student in a course / qualification) prior to commencement of and during the program in which they are enrolled.

All fees and payment requirements / options are listed in the following documents:

- Course / qualification information leaflet / brochure
- Application Form
- Student Course Acceptance Agreement

All fees and charges are payable in advance of each term as per the dates set out in the Student Course Acceptance Agreement and if not received by The Bright College by this due date, a cumulative weekly non-payment of due fees of \$100.00 per week will apply to all outstanding tuition and resource fees.

Written notification (email, letter, or refund form) of withdrawal from a course / qualification must be provided by the student requesting the refund.

Refund to an international student of any unspent tuition fees will be calculated in accordance with the formula set out in the ESOS Act.

Compassionate and compelling refunds will only be considered if students withdraw for reasons of personal circumstances beyond their control, e.g., family death, serious injury. In all cases relevant documentary evidence will be required.

Refunds are made in accordance with the Refund Policy and Procedure and are listed in The Bright College Application Form.

RPL (Recognition of Prior Learning) Fees:

CHC33015	Certificate III in Individual Support	\$250.00 per unit (Non-Refundable)
BSB40120	Certificate IV in Business	\$250.00 per unit (Non-Refundable)

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BSB50120	Diploma of Business	\$250.00 per unit (Non-Refundable)
BSB60120	Advanced Diploma of Business	\$300.00 per unit (Non-Refundable)

Re Assessment Fees:

If a student has only completed and achieved Competency for less than 50% of the assessment tasks for a Unit of Competency, then the student is required to re-enrol in this unit and pay the cost of this unit again.

If a student has completed more than 50 % of the assessment tasks for a Unit of Competency, then the minimum (non-refundable) fee payable will be \$50.00 to complete the rest of the assessment tasks.

This non-refundable fee will depend on and be calculated according to the type of assessment tasks to be undertaken and the time involved for the Trainer to do the re assessment.

Reissue of Certificate or Statement of Attainment Fee	\$50.00
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36. Cost of Living in Australia

International students are required to demonstrate and / or declare that they will have sufficient funds to cover the cost of living including accommodation and other expenses whilst living in Australia, in order to be granted a student visa.

For further information:

www.thebrightcollege.edu.au and www.studyinaustralia.gov.au

37. The Education Services for Overseas Students Act 2000 (ESOS Act)

The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa.

The Education Services for Overseas Students Act 2000 (ESOS Act) governs:

- the registration process and obligations of registered international education providers
- the Tuition Protection Service
- enforcement and compliance arrangements

For further information visit The Department of Education, Skills, and Employment

(Australian Government) → International Section → Regulation information.

www.dese.gov.au/skills-and-training

38. Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS ensures that international students can either:

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- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

The Bright College meets their obligations under the Tuition Protection Service (TPS).

More information is available for students on The TPS's website:

www.tps.gov.au

39. Overseas Student Health Cover (OSHC)

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC.

It includes cover for:

- visits to the doctor
- some hospital treatments
- ambulance cover, and
- limited pharmaceuticals (medicines)

Further information and a list of Health Insurers and their contact details are listed on The Bright College website:

www.thebrightcollege.edu.au

40. Marketing and Advertising

All RTO's including The Bright College must understand and adhere to the marketing and advertising requirements of the Standards for Registered Training Organisations (RTOs) 2015, specifically, Clause 4.1.

The Bright College must provide—and ensure third parties provide—clear, current, and accurate information about The Bright College, the training and assessment the RTO offers and the performance of The Bright College. By providing accurate information this enables informed choices for our clients and learners.

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These are the responsibilities of the Bright College:

- must honour all commitments made in any marketing or advertising materials.
- all information on any advertising or marketing material referring to The Bright College and training and assessment must be accurate.
- Advertising and marketing material provided by The Bright College —or a third party on our behalf—must:
 - be in the name of The Bright College only, and not use that of any business conducting advertising, marketing, or recruitment on our behalf.
 - include the registration code of The Bright College
 - include the code and title of any training product (as published on training.gov.au)
- not guarantee that:
 - a learner will successfully complete a training product on your scope of registration.
 - a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2, or
 - a learner will obtain a particular employment outcome where this is outside the control of your RTO.
- only refer to another person or organisation if the consent of that person or organisation has been obtained prior.
- only use the nationally recognised training (NRT) logo in accordance with the conditions of use, as specified in Schedule 4 of the Standards
- distinguish between nationally recognised training and assessment leading to the issuance of AQF certification document and any non-accredited training or assessment delivered by The Bright College
- only include a non-current training product while it remains on The Bright College's Scope of Registration
- only state that a training product your deliver will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction of the advertisement and/or training assessment.

The Bright College is also subject to all relevant consumer protection law that applies in any jurisdiction where we operate.

41. Marketing by other Parties

- The Bright College must ensure that any marketing undertaken by a third party meets the requirements of Clause 4.1.
- All advertising, marketing, recruitment, enrolment, and issuance of qualifications must be in the name of The Bright College only.
- It must be made clear that a third party is recruiting prospective learners on behalf of The Bright College.

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42. Australian Qualification Framework (AQF)

The AQF is the national policy for regulated qualifications in Australian education and training. Delivered through the Australian Government Department of Education, Skills and Employment in consultation with the states and territories, it incorporates the qualifications from each education and training sector (schools, vocational and higher education) into a single comprehensive national qualifications framework.

One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications. It also complements national regulatory and quality assurance arrangements for education and training.

The AQF is split into 10 levels beginning at Certificate I through to Doctoral degree. These are the AQF levels currently applicable to The Bright College:

AQF level 3 criteria	
Summary	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning
Knowledge	Graduates at this level will have factual, technical, procedural and some theoretical knowledge of a specific area of work and learning
Skills	Graduates at this level will have a range of cognitive, technical and communication skills to select and apply a specialised range of methods, tools, materials and information to: <ul style="list-style-type: none"> • complete routine activities • provide and transmit solutions to predictable and sometimes unpredictable problems
Application of knowledge and skills	Graduates at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters

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AQF level 4 criteria

Summary	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning
Knowledge	Graduates at this level will have broad factual, technical and some theoretical knowledge of a specific area or a broad field of work and learning
Skills	Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply a range of methods, tools, materials and information to: <ul style="list-style-type: none"> • complete routine and non-routine activities • provide and transmit solutions to a variety of predictable and sometimes unpredictable problems
Application of knowledge and skills	Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and limited responsibility in known or changing contexts and within established parameters

AQF level 5 criteria

Summary	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning
Knowledge	Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning
Skills	Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: <ul style="list-style-type: none"> • analyse information to complete a range of activities • provide and transmit solutions to sometimes complex problems • transmit information and skills to others
Application knowledge and skills	Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters

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AQF level 6 criteria

Summary	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning
Knowledge	Graduates at this level will have broad theoretical and technical knowledge of a specific area or a broad field of work and learning
Skills	<p>Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:</p> <ul style="list-style-type: none"> • analyse information to complete a range of activities • interpret and transmit solutions to unpredictable and sometimes complex problems • transmit information and skills to others
Application knowledge and skills	<p>Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility:</p> <ul style="list-style-type: none"> • in contexts that are subject to change • within broad parameters to provide specialist advice and functions

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43. Qualification Descriptions

CHC30315 Certificate III in Individual Support



This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability, or some other reason.

Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs.

Workers have a range of factual, technical, and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the Units of Competency.

Individual Support includes:

- Ageing, or
- Disability, or
- Home and Community

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BSB40120 Certificate IV in Business



This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities. Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills.

They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources.

They may provide leadership and guidance to others with some limited responsibility for the output of others.

BSB50120 Diploma of Business



This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities.

Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

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BSB60120 Advanced Diploma of Business



This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities.

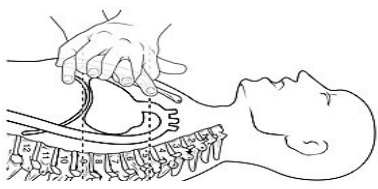
Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

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44. Statement of Attainment Descriptions

HLTAID009 Provide cardiopulmonary resuscitation



This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines.

This unit applies to all persons who may be required to provide CPR, in a range of situations, including community and workplace settings.

HLTAID011 Provide First Aid



This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

HLTAID012 Provide First Aid in an education and care setting



This unit describes the skills and knowledge required to provide a first aid response to infants, children, and adults in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

This unit applies to a range of workers within an education and care setting who are required to respond to a

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first aid emergency, including asthma and anaphylactic emergencies.

This includes early childhood workers and educators who work with school age children in outside school hours care and vacation programs.

**For further information on each qualification or Unit of Competency, please refer to:
www.training.gov.au**

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45. The Bright College Organisation

Chief Executive Officer	Dr Jagannath Adhikari
Campus Manager	Mr Bijay Khatri
Compliance Manager	Mr Prakash Gautam
Finance and IT	Mr Rabin Dangal
Student Services Officer / OSCO	Mrs Debra Burton
Compliance Officer	Ms Abbie Kelly
Training & Assessment Co-ordinator	Ms Lauren Henry
Enrolment Officer	Mrs Sangeetha Bhandari Chhetri
Administration & Reception	Mrs Sanjana Pradhan
Registered Training Organisation Address:	Unit 2 19 Kent Way Malaga WA 6090
Postal Address:	Unit 2 19 Kent Way Malaga WA 6090
Phone:	(08) 6244 3233
Email:	admin@thebrightcollege.edu.au
Website Address:	www.thebrightcollege.edu.au
After Hours Contact:	(08) 6244 3233
Opening Hours:	Monday – Friday 8:30 AM – 5.00 PM Saturday – Sunday as per course schedule

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46. Calendar 2023

Sunday	01 January 2023	New Year's Day	Public Holiday
Monday	02 January 2023		Extra Day
Thursday	26 January 2023	Australia Day	Public Holiday
Friday	27 January 2023		Holiday Break ends
Wednesday	01 February 2023		Term 1 starts
Monday	06 March 2023	Labour Day	Public Holiday
Thursday	06 April 2023		Term 1 ends
Friday	07 April 2023	Good Friday	Public Holiday
Monday	10 April 2022	Easter Monday	Public Holiday
Monday	24 April 2023		Term 2 starts
Tuesday	25 April 2023	ANZAC Day	Public Holiday
Monday	05 June 2023	WA Day	Public Holiday
Friday	30 June 2023		Term 2 ends
Monday	17 July 2023		Term 3 starts
Friday	22 September 2023		Term 3 ends
Monday	25 September 2023	King's Birthday	Public Holiday
Monday	09 October 2023		Term 4 starts
Thursday	14 December 2023		Term 4 ends
Monday	25 December 2023	Christmas	Public Holiday
Tuesday	26 December 2023	Boxing Day	Public Holiday

Extra Day

If a Public Holiday falls on a Saturday and / or Sunday, then an additional day's holiday is given on the following Monday and / or Tuesday.

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