

# Student Handbook

RTO Code: 3621



# BRACE

# Welcome to BRACE Education Training and Employment

BRACE is a not for profit organisation established in 1973 providing a diverse range of education and training. Our delivery is underpinned by our vision that social economic participation should be right for all individuals in our communities.

We are pleased to welcome you to BRACE and would like to take this opportunity to congratulate you for choosing us as your preferred training provider, and wish you every success in the course that you are undertaking.

BRACE Trainers are subject matter experts and current in the industry. They are well connected within the industry and the community to ensure they are able to teach you the extra skills and knowledge that can only be learnt from someone who has first experienced.

BRACE is committed to lifelong learning and we view your commitment in undertaking training as an important way to improve your personal, professional skills and knowledge.

Regards,

The BRACE team!



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# Introduction

## Who is BRACE?

BRACE is a registered training organisation (RTO code 3621) regulated by the National Vocational Education and Training Regulator, Australia Skills Quality Authority.

BRACE provides the highest quality of training in a number of learn local courses.

## BRACE Training

As a Registered Training Organisation (RTO), BRACE are able to deliver either national or state level recognised (accredited) training, and issue certificates for full Qualifications and Statement of Attainments for partial qualified in accordance with our Scope of Registration.

## Scope of Registration

### Full Qualifications:

- BSB30220 Certificate III in Entrepreneurship and New Business
- BSB40320 Certificate IV in Entrepreneurship and New Business
- CHC22015 Certificate II in Community Services
- FSK20119 Certificate II in Skills for Work and Vocational Pathways
- HLT23215 Certificate II in Health Services Support
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC30221 Certificate III in School Based Education Support
- CHC33015 Certificate III in Individual Support
- HLT33015 Certificate III in Allied Health Services
- HLT33115 Certificate III in Health Services Assistance
- HLT33215 Certificate III in Health Services Support
- CHC40221 Certificate IV in School Based Education Support
- CHC42015 Certificate IV in Community Services
- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability
- CHC43215 Certificate IV in Mental Health

### Units of Competency:

- CHCCCS016 Respond to client needs
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide First Aid
- HLTINFCOV001 Comply with infection prevention and control policies and procedures
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB005 Prepare and serve espresso coffee
- SITXFSA001 Use hygienic practices for food safety

**Accredited Courses:**

- 22481VIC Certificate II in Work Education
- 22566VIC Certificate I in Work Education
- 22567VIC Certificate II in Work Education

**Participant Handbook**

This handbook provides you with helpful information on issues relevant to your study and the support that we will provide to you. We are well aware of the commitment required by you as you undertake study and some of the challenges that you may encounter along the way. We are here to facilitate your progress towards successful outcomes, so please feel free to discuss any concerns you may have with us.



# Access and Equity

BRACE is an organisation that is firmly committed to achieving best practice in the provision of education, training and employment services.

BRACE acknowledges that this commitment is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training services all community members will be able to develop knowledge and skills to enhance work and life opportunities. If you experience a hardship during your course which may impact on your course outcomes please speak with you trainer or BRACE Team.

## Principles

Providing and maintaining education and training services that reflect fair and reasonable opportunity and consideration for all students, clients and staff, regardless of race, colour, religion, gender, sexual orientation, ethnicity disability, socio-economic status or location.

Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training and employment services.

Equity of outcome within vocational education and training and employment services for all people, without discrimination.

Access for all people to appropriate quality vocational education, training and employment programs and services.

## Access and Equity Rules

BRACE applies the following rules in support of access and equity:

- All staff are to be given fair and reasonable allocation of resources and services and opportunity to participate in relevant decision making processes.
- All students are to be given fair and reasonable opportunity to attend and complete training.
- All students and clients are to be given fair and reasonable access to relevant BRACE resources.

Where two or more applicants are assessed equal by order of merit, greater weight is to be given to people from the access and equity target groups.



# Enrolment

## Before you enrol

Before you enrol with us, we want to make sure that you have been provided with enough information to make an informed decision about undertaking training with us, which we do via conduction interview questions.

The information you will be provided with includes:

- Delivery options
- Overview of course/ outcomes
- Training and assessment arrangements
- Recognition of prior Learning (RPL) or Credit Transfer
- Fees, payment arrangement and refunds
- Government funding that may be available (Skills first)
- Complaints and appeals process
- Support and guidance services
- On campus assistance
- Placement requirements/ assistance (if applicable)

For more information please contact BRACE on 03 97818833 or [enquiries@brace.com.au](mailto:enquiries@brace.com.au) .

## Eligibility for the Skills First Program

BRACE delivers training with Victorian Government Funding (eligibility criteria apply). The Skills First Program is designed to enable students get the skills they need to make them job-ready or undertake further education as well as encourage participation in training to disadvantaged, learners.

BRACE team can assist in determining your eligibility for Government Funding and can provide information on all available options to you. We observe equity and access principles and recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.

Individuals may be eligible for government subsidised training in the State of Victoria under the Skills First Program, if you are;

## Am I eligible?

### Citizenship

To be eligible for Skills First training, you must be:

- an Australian citizen, or
- an Australian permanent resident, or
- a New Zealand citizen
- be physically present in the State of Victoria at all times at which they are undertaking the training and assessment

### Age

- under 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training; or



- over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a Foundation Skills List course; or
- over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training as an Apprentice (not Trainee)
- over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

### **How much Skills First training can i do?**

There are also limits on how much Skills First training you can do. The limits are:

- You can't start\* more than 2 qualifications in a year
- You can't start\* more than 2 skill sets in a year
- You can't do more than 2 Skills First qualifications or skill sets at the same time
- If you've already started\* up to two government-subsidised qualifications at the same level in your lifetime you can't do another Skills First qualification at that level

These limits encourage you to make informed decisions about your training and employment opportunities, and finish your training.

*\*This includes courses you start but don't finish.*

In addition you may still be eligible for Skills First Funding under the below initiatives;

### **Eligibility Exemptions**

There are some Skills First courses where some of the eligibility criteria don't apply or may be granted an exemption. For more information contact BRACE on 03 9781 3388.

### **Asylum seekers**

If you are an asylum seeker, you may be eligible under the Asylum seeker VET program. For more information contact BRACE on 03 9781 3388.

### **JobTrainer**

JobTrainer is a joint Commonwealth and State government initiative. It provides additional funding to increase access to free or low fee training for young and jobseekers, and in priority programs.

A person can participate in JobTrainer if they are either;

- 17-24 years old when the program starts or
- A job seeker of any age (defined for the purpose of JobTrainer, as someone who holds a concession card or is unemployed of
- Enrolling in a JobTrainer priority program.

## **Enrolment Process**

If you wish to enrol in a course, you will need to either contact the BRACE to discuss enrolment or complete an inquiry form on the BRACE website. Upon receipt of the inquiry form, prospective students will be contacted to discuss their career goals and aspirations and the suitability of the course to meet these plans.

The enrolment forms are completed onsite once the student has decided that the course is appropriate. It is important that you complete all sections of the enrolment forms which a BRACE team member will assist you with.

### **Onsite attendance and classroom based Training**

According to Victorian requirements all students attending on site learning must be vaccinated against Covid 19.

### **Distant based Training**

Require access to the internet and a device that has a camera to participate in Zoom calls.

### **Placement**

Some VET courses require students to participate in a Work Placement to assist in building practical skills. To participate in placement you may be required to obtain a (clear) Police Check and/or a Working With Children Check, NDIS Worker Screening Check.

Some workplaces may have additional requirements such as you being immunised against the flu, providing a Hand Hygiene certificate, completing a dementia quiz and signing a statutory declaration.

If this is the case for you, details of the placement will be explained at enrolment and again once the course commences.

Where a Work Placement is required and a student does not complete all the requirements of the placement, BRACE may not be able to issue the student with a qualification.

Please contact BRACE Team for more details if required.

### **Unique Student Identifier (USI)**

#### **What is a USI?**

Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account.

A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost. The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015. A student needs a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if the student is enrolling for the first time, for example, if they are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to students continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school. For more information on Unique Student Identifier [visit the USI website](#) or [read the Unique Student Identifier Information Sheet](#).



# Participant Rights

## Feedback

BRACE are committed to creating a culture whereby feedback is encouraged, recognised and consistently captured.

### Right to give feedback

We welcome all feedback as this provides us with the opportunity to improve our training process.

Receiving feedback on progress is an essential part of adult learning. You will be provided with feedback from your trainer on all your assessment you submit.

This feedback is to help guide you to achieve competency and help provide you with any areas that may need for attention.

Throughout your course students are offered three opportunities to provide feedback with a commencement survey, a progress survey and a completion survey, which can be lodged anonymously or if you wish to be contacted, just include your name and contact details. Should you wish to provide feedback at other times you may do so by emailing [enquiries@brace.com.au](mailto:enquiries@brace.com.au).

### Complaints and Appeals

Under our Complaints, Compliments and Feedback policy, you will be given the opportunity to register a complaint or provide feedback via a process that is fair and transparent.

Our Appeals policy provides students enrolled with BRACE the opportunity to request the review of decisions, such as assessment outcomes.

Complaints and requests for appeals can be lodged verbally, in writing or by using the Compliments and Complaints form (available from reception, staff, managers or on the website).

We wish all parties to have a clear understanding of the steps involved in the complaints/appeals procedure. On request, you will be provided with details of external authorities you may approach, if required. All complaints and appeals will be managed fairly and equitably and as efficiently as possible. We will strive to resolve complaints within 7 working days of receiving the complaint.

You are encouraged to raise any matters of concern relating to quality of service, training delivery or assessment, quality of teaching, student amenities, discrimination, sexual harassment and any other issues that may arise.

We will encourage all parties to approach a complaint with an open mind and to attempt to resolve problems through discussion and conciliation.

For more information visit [www.brace.com.au](http://www.brace.com.au)

### Right to have your privacy respected and protected

#### Why we collect your personal information

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

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and the *Health Records Act 2001 (Vic)*.

*Collection of your data* - BRACE is required to provide the Department with student and training activity data. This includes personal information collected in the BRACE enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

BRACE provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at [DET website](http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx) - <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

*Consequences of not providing your information* - Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

#### **How we use your personal information**

- We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.
- *Use of your data* - The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.
- The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student

#### **How we disclose your personal information**

- We are required by law (under the *National Vocational Education and Training Regulator Act 2011 (Cth)* (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
- We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.
- *Disclosure of your data* - As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

#### **How the NCVER and other bodies handle your personal information**

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

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

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

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

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

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

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

*Legal and Regulatory* - The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006 (Vic)*. The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014 (Cth)* and the *Student Identifiers Regulation 2014 (Cth)*.

*Access, correction and complaints* - You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

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

### **Surveys**

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

*Survey participation* - You may be contacted to participate in a survey conducted by a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

## **Right to have your Existing Skills/Qualifications Recognised**

### **Credit Transfer (CT)**

Students with previous qualifications or statements of attainment can apply for direct credit transfer with BRACE. Students are advised to check for currency as deleted or superseded training package units cannot be accepted for credit transfer.

Students must present evidence of the exact unit of competency (code and title) for credit transfer prior to course commencing.



## **Recognition of Prior Learning (RPL)**

In order to apply for an RPL, you must supply evidence to demonstrate prior learning and relevant skills and knowledge gained through work and life skills, they must be up-to-date, used in current practice and match the industry-supported vocational outcome of that unit(s).

***Students who are interesting in applying for Credit Transfer or RPL are strongly advised to indicate this with your expression of interest notification and bring along evidence to enrolment day.***

### **Right to Access Your Course Records**

Students' progress and records are maintained and updated to ensure that an accurate and complete record of their academic program becomes a part of their permanent record. If you wish to obtain a copy just call or email BRACE and a copy either electronically or hard copy can be given.

### **Re-issue of Certificates or Statement of Attainment**

Replacement certificates can only be re-issued where the details provided by you matches the details we have on record. You can request a replacement certificate or statement of attainment by contacting BRACE. Please note there are reissue fee as followed:

If the original date of issue is between:

- 0-3 years – \$33
- 4-6 years – \$44
- 7-9 years – \$55
- Over 9 years – \$66

If you have changed address, we can send the replacement certificate to the new address as long as you have also provided the address that we have on record.

The name on the certificate much match the identification provided at enrolment. It is not permissible to alter the name unless it is to rectify a clerical error.

### **Submissions of Course Work and Assessments**

As part of your course, you will be required to complete research, readings, learning activities and reflection on how these can be applied in the workplace. Your trainer will also set you Assessment Tasks designed to determine if you have developed the skills and knowledge required by the unit of competency. You will also be required to demonstrate your skills in the workplace or in a simulated situation that reflects workplace conditions.

It is important to complete this course work on a progressive basis during the course. Your trainer will guide you on submission dates that's been provided to support your completion of the qualification. It is advised that you follow these submission dates.

Students must submit work via the learning management system, Catapult. All work must be clearly presented. Page numbering must be used and your name and the unit code(s) and title(s) should appear in either the header or footer of the document. Hand-written work must be presented in a similar format.

It is your responsibility to keep a copy of the submitted work for your own records. BRACE retains this evidence for presentation at validation and audit.



### **Late Submission and Request an Extension of time for Assessment**

You must complete and submit assessment tasks by the deadlines set or speak with your assessors well in advance to let them know if you are having difficulties.

If during your course, you have an illness or some other circumstances that will prevented you from submitting work or attending placement, an application can be made for an extension of time to complete. Please speak to your Trainer as soon as possible and they will assist you to apply for an extension by completing an extension form.

### **Right to Re-Submit Assessments**

Where an assessment task is a 'not satisfactory' result, students will have the opportunity to provide further evidence and resubmit. This applies for a 14-day period only, dated from the return of the assessment task. Students are also eligible to appeal an assessment result (refer to complaints and appeals policy).

### **Assessment Results**

All students are able to access their results at any time via Catapult (Learning Management System).

Assessment tasks are marked satisfactory or not yet satisfactory. Assessors provide clear feedback on areas for improvement. Tasks that are deemed to be not yet satisfactory can be resubmitted.

When all assessment tasks for that unit have been completed satisfactorily, the student will be deemed competent.

Should you require a statement of results or evidence of course completion prior to the issuing of formal certificates, please contact BRACE via email [enquiries@brace.com.au](mailto:enquiries@brace.com.au)

### **Issuing of Results**

BRACE issues certificates and/or statements of attainment to students who satisfactorily complete the requirements of the accredited course or qualification, and who have provided us with their Unique Student Identification (USI) number. Information on the USI is provided at enrolment. Certificates and statements of attainment meet the requirements of the Australian Qualifications Framework (AQF). In addition to this we also maintain records of certificates and statement of attainment that have been issued, and can reproduce documents for a small fee.

Certification documentation will not be issued unless all payments owing have been finalised.

BRACE accepts and recognises the qualifications and statements of attainment awarded by other RTOs.

If you require a separate Statement of Attainment in addition to your Qualification for units such as First Aid or CPR an additional cost of \$33 applies as per the current BRACE Fees available on our website.

# Participants Obligations

## Participants Code of Conducts

The BRACE Education and Training Code of Conduct guides the actions and behaviour of all who are involved in providing training and assessment services.

### Student must not:

1. Use drugs or alcohol, or be under the influence on BRACE premises. This includes bringing drugs or alcohol onto BRACE property.
2. Be violent or threaten violence towards staff or other students. This includes physical or verbal abuse, as well as the possession of weapons.
3. Harass other students or staff members.
4. Damage or abuse to the property of other participants, BRACE or our neighbours.
5. Steal from other students or from BRACE.

Any breach of these requirements will result in immediate dismissal from the course.

### Within the venue Participants must also:

1. Use appropriate language and noise level in the common areas and entrances of the venue.
2. Be responsible for cleaning your own area within the classroom, also the common areas.
3. If I smoke, I will ensure that my cigarette ash and butts are placed in the appropriate rubbish bin.
4. Use the toilets in a respectful manner.
5. Treat all visitors and staff politely and respectfully.
6. Comply with any reasonable request made by any staff member at BRACE.

Students may appeal any breaches they receive. This will be in line with the [CS\\_P9000 Customer Feedback \(Compliments and Complaints\) Procedure](#).

## Behaviour Managements Procedure

BRACE may instigate disciplinary actions in the event of misconduct by students. Any disciplinary action will follow the BRACE Behaviour Management Policy/Procedure. A copy of this procedure is available on request.

## Plagiarism

Plagiarism is the process of copying another person's idea or written work and claiming it as your own. You need to be aware that the following consequences will be applied should you be found to have plagiarised another person's work:

- Unintentional plagiarism – The student will be asked to submit an alternative assessment.
- Intentional plagiarism – The student will be awarded a CN (Not Yet Competent) outcome, without the option to resubmit.
- Repeated breaches – At the recommendation of the National Education and Training Manager the student will be advised in writing that they have been dismissed from the course.

For further information regarding plagiarism please discuss with your course Coordinator/Facilitator and/or request a copy of BRACE's Plagiarism Policy.



# Fees, Charges and Refunds

## Fees and Charges

You may be eligible to access State Government funding to enrol in our education and training courses through the Skills First Program. If you are eligible the Government will contribute to the cost of training. Your eligibility will be determined by our staff members before you enrol. If you are not eligible for funding through the State Government, a Fee For Service (FFS) arrangement will apply. Payment plans are available on request.

We will inform you in advance of the fees and charges you will have to pay. Tuition fees will be calculated for student separately. This is because a number of factors can affect the calculation such as the Credit Transfer and Recognition of Prior Learning (RPL) process.

Where applicable, we apply a concession fee on tuition fees. Proof of concession card is required. (Commonwealth Health Care Card, Pensioners Concession card or Veteran's Gold Care, Indigenous students).

For 'on the job' training, fee information is provided at the first sign up interview.

## Concessions

A student is eligible to only pay the concession fee if they have one of the following:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- The concessions also apply to a dependant spouse or dependant child of a card holder.

## Other concession entitlements

A student who does not hold a concession card is entitled to a concession if they:

- self-identify as being of Aboriginal or Torres Strait Islander descent, for training at any level
- are referred to training under the Asylum Seeker VET Program for training at Certificate IV level or below

Students can also get concession if they are eligible to participate in the JobTrainer Program.

## Fee waivers

At BRACE we want every member of our community to have fair and equitable access to our courses no matter their financial situation and therefore other circumstances may be considered in granting a concession or exemption.

A tuition fee waiver is granted to persons that have been issued with a referral from a Government contracted agency and does not extend to any other fees. Enrolment will be subject to the availability of places and to the same eligibility requirements applicable to other enrolments.

- Skills First Youth Access Initiative is to support and encourage participation in training by young people (24 years of age or under) who have been or are currently, Youth Justice Orders or Child Protection Orders, or are residents of an Education First Youth Foyer. BRACE as a Learn Local organisation must grant a Fee waiver to Skills First Students who meets the criteria. For more information contact BRACE on 03 9781 3388

- Asylum Seekers and Victims of Human trafficking are currently exempt from the citizenship/residency eligibility requirements of the Skills First Program for courses. However all other eligibility criteria apply.

### **Refund Policy**

The following outlines our Refund policy:

- 100% refund if BRACE cancels the course
- If a student withdraws from a course at any time up until four weeks after the commencement of that course, and gives written notice five days in advance, then BRACE will refund a percentage of the tuition/administration fee paid in respect of the course. This refund amount will be determined by the relevant unit manager, and will cover costs incurred.
- If the student advises BRACE in writing five days prior to course commencement that they are withdrawing from training, then BRACE will refund the full tuition fee and any other fees and charges paid by or on behalf of the participant.
- A refund administration fee of up to \$55.00 may apply.

**\*Please note** that in order to process a refund BRACE requires proof of your BSB and Account number. Proof could be a copy of the top of your bank statement showing these details

### **Fee for Service**

For all training not funded through either the State or Federal Government, a Fee For Service (FFS) will apply.

# Student Support Services

Student Support Services is the name given to programs which support students educational programs.

There are several ways in which BRACE will support you:

- BRACE maintains a comprehensive and up to date online Learning Management System to which all enrolled students have access.
- BRACE encourages trainer/assessor and student discussion through online forums to assist students with course content.
- Trainers/Assessors are available to students via email and telephone to answer any questions or concerns that students have about any aspect of their education and training with BRACE. Individualised tutoring is also provided to meet the needs of students.
- BRACE will provide a fully equipped, disability accessible training room with internet access for all training workshops.
- Students have access to onsite laptops, ipads and computers with internet at BRACE Level 2 54-58 Wells Street Frankston 3199, Monday to Friday from 9.00am – 5.00pm excluding public holidays and Christmas shutdown period.
- BRACE will ensure students have every reasonable opportunity to complete their training program. BRACE is committed to supporting all students' learning and will make reasonable adjustments to training and assessments for students with identified special needs. Students need to contact the trainer/assessor to discuss their circumstances.

# Student Services, Facilities and Equipment

## Resources and Facilities

Students will have access to the online LMS for all learning materials, assessment tasks and can contact trainers/assessors via LMS, email and telephone. When face-to-face training workshops are required, all training will be conducted in a fully equipped, disability accessible training room.

BRACE uses Catapult, [www.brace.learnlogin.com.au](http://www.brace.learnlogin.com.au)

## Customer Service

Our friendly Customer Service staff are more than happy to answer any queries you may have. Our hours of operation are generally 8.30am to 5pm weekdays.

## Food and Drinks

In all our training sites we are pleased to offer all students access to our free tea, coffee and filtered water facilities. We would only ask that you keep the area as tidy as possible so it can be enjoyed by all.

It is expected that students will not eat in any classrooms. No food or drink is allowed in the computer rooms. We ask that you help to maintain our buildings by disposing of all rubbish thoughtfully.

### **Toilets**

For your convenience there are toilets located at each training site. Please refer to the maps at the individual training sites for locations and wheelchair access.

### **Smoking**

BRACE is a non-smoking site. Please speak to your Trainer regarding designated smoking areas within your location.

### **Personal Possessions**

Please note that your personal possessions are your responsibility and it is in your best interest that they not be left unattended.

### **Photocopying**

While most of your course notes will be provided there may be times when you would like additional black and white or colour copying. BRACE Team are happy to provide this service to you for a small fee.

### **IT Facilities**

BRACE offers a wide range of IT facilities for the use of current students. When a room is not booked for a class, students may access the facilities to assist with their studies by contacting our the BRACE Team.

### **Parking**

Please speak to your Trainer or Facilitator about specific parking bays at our training sites.

### **Mobile Phones**

Mobile phones are to be switched off or silent during class time. If you are expecting incoming calls of an urgent nature, please discuss this with your Trainer. Individual Trainers may negotiate other arrangements.

### **Excursions**

Students may be required to attend field trips/excursions as part of their learning requirements. It is expected that all students will attend. Generally associated costs will be covered by BRACE for excursions out of town. Travel costs for excursions within the immediate town area should be covered by the student.

### **Safe use of digital technology**

BRACE encourages students to ensure they remain safe at all times while participating in online and face to face Zoom sessions.

We take the following measures:

- BRACE recommends that students should take measures to ensure that their workstation is setup appropriately for their Zoom Sessions. We suggest turning off email notifications so that you can focus fully on the session.



- Please enable your camera so that everyone can see you. This supports clear and effective communication with your trainer and other participants.
- Come prepared with a water bottle and any printed materials that relate to the session.
- Your trainer will ensure that you have regular breaks. When you are put into breakout rooms, please provide constructive input.
- You can use the chat box to ask questions or share ideas, website and other information.

## Access to Training Records

Students' progress and records are maintained and updated to ensure that an accurate and complete record of their academic program becomes a part of their permanent record. Students have access to their progress and results via the Student Portal.

**Additionally, students may request access to their records by completing the Request to access personal information form and providing proof of identification. Third party access cannot be approved unless the Release Authorisation Form is completed and signed by both the student concerned and third party. Contact BRACE to request a Release Authorisation Form.**

## Change of Enrolment

If a student wishes to change their enrolment to another course, some of the fees will be transferable to the new course, however, this must be done within the first 4 weeks of course commencement.

Change of enrolment is subject to availability and will not normally be considered after more than 4 weeks from course commencement unless there is a compelling reason for the change. Change of enrolment must be applied for in writing and may occur if BRACE and the student agree on the benefits of the change. BRACE reserves the right to enrol students into the appropriate course.

## Change of Personal Details

It is your responsibility to inform BRACE of any change to your contact details - both work and home. In this way, BRACE is able to maintain an up to date student database. Please complete the Notification of Change of Details Form.

## Occupational Health & Safety

BRACE recognises that the health and safety of all its staff and students undertaking study through BRACE is a priority. This includes all forms of behaviour that might impact the health, welfare and safety of others. If accidents or incidents do occur, they should be reported. Incidents should be investigated to ensure that the possibility of recurrence or further risks is minimised.

If you have any concerns regarding any aspect of your health and safety during your enrolment with BRACE, you should contact BRACE Team or Program Manager. Contact details are in the front of this handbook.

## Privacy

BRACE is committed to protecting the privacy of its staff and students by ensuring that the security of personal information is maintained within the organisation. BRACE endorses the National Privacy Principles (set out in amendments to the Privacy Act 1988 that came into being on 21 December 2001) and has adopted them in its management of personal information.

BRACE will ask you for private information for the purposes of processing your enrolment form and managing your education and training. This information will only be used by the BRACE for the purposes for which it is intended.

The Privacy Act covers the collection, use, disclosure, quality and security of personal information and gives individuals the right to access and correct their information. You have the right to access your records at any time by contacting the BRACE on 03 9781 3388 during business hours or downloading the appropriate form from [www.brace.com.au](http://www.brace.com.au)

## Commitment to Child Safe Education

You have the right to be safe and free from abuse, including at school. Schools and organisations including BRACE have to follow laws to protect children in their organisations from abuse.

Child abuse includes:

- sexual or grooming offences
- physical violence
- serious emotional or psychological harm
- serious neglect

BRACE is committed to providing a safe environment for all children, including Indigenous children, children with a disability, and children from culturally and/or linguistically diverse backgrounds.

All members of the BRACE community are responsible for protecting the interests and safety of children, and we have zero tolerance for child abuse. Our child safety policy promotes the seven Child Safe Standards to prevent and respond to child abuse, and create an organisation that supports and protects all children.

If you are worried about child abuse that is or might be happening inside or outside of Brace for you or someone you know of, please talk to one of our staff.

All staff are trained in the Child Safety Standards and our Child Safe Commitment Statement is available on our website: [www.brace.com.au](http://www.brace.com.au).

If you have any questions, please contact our Child Safety Officer on (03) 9781 3388

Alternatively you could contact:

Child wise on 1800 991 099

Kids Helpline on 1800 551 800

Sexual assault crisis line on 1800 806 292

Create Foundation on 1800 655 105

Youthlaw on 03 9611 2412

More information is available via the following links

<https://www.dhhs.vic.gov.au/publications/child-safe-standards>

## How to contact us:

### **Frankston**

Level 2, 54 - 58 Wells Street

FRANKSTON VIC 3199

Tel: 03 9781 3388

Fax: 03 9784 0433

Email: [enquiries@brace.com.au](mailto:enquiries@brace.com.au)

[www.brace.com.au](http://www.brace.com.au)

