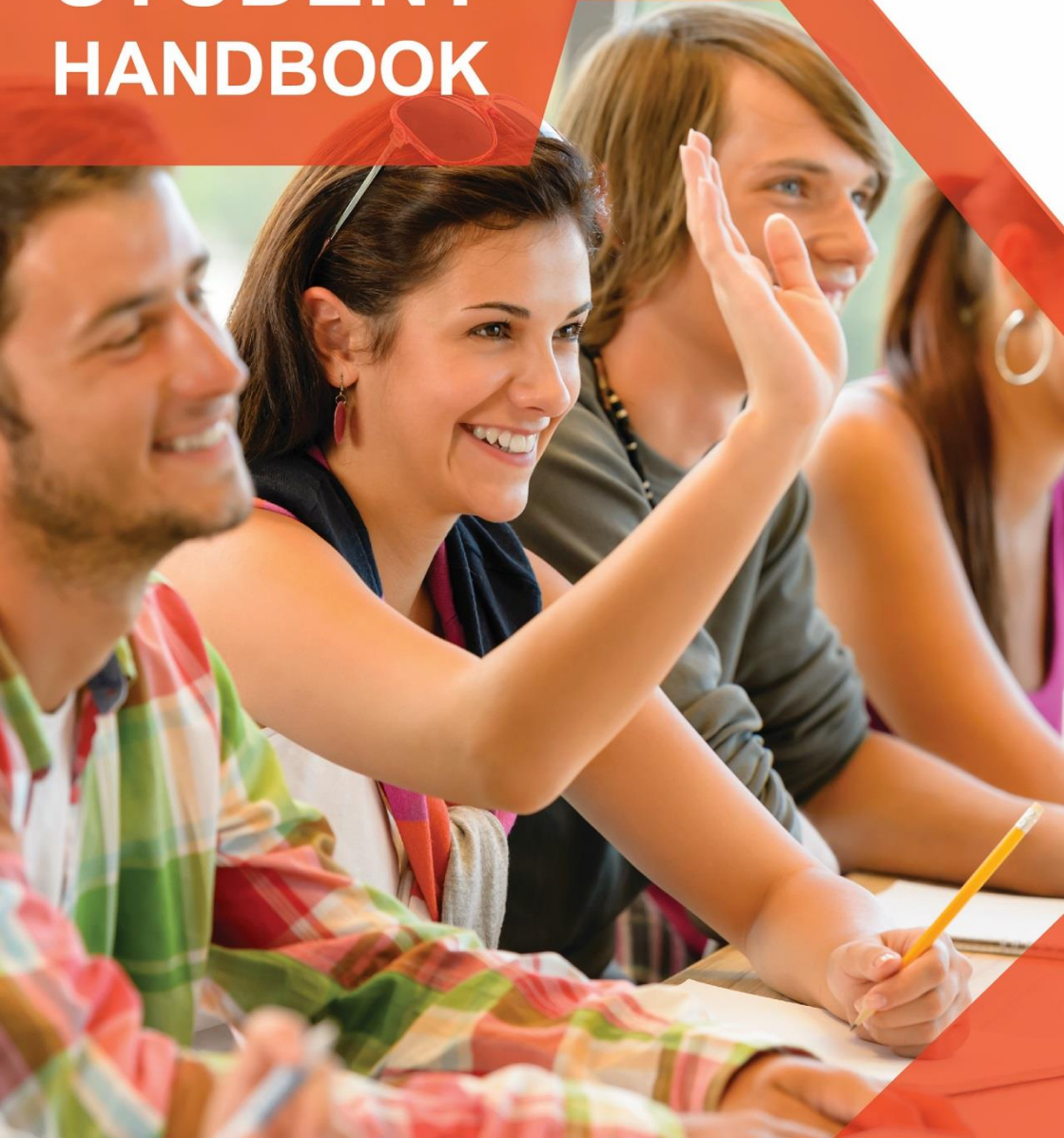


STUDENT HANDBOOK



Welcome from the BRACE Team

Welcome to BRACE. We take this opportunity to wish you every success in the training course that you are undertaking and to also provide you with some additional information about BRACE.

BRACE is a registered training organisation (RTO code 3621) regulated by the National Vocational Education and Training Regulator, Australian Skills Quality Authority. We are committed to ensuring that the training we provide is of the highest quality and this has been demonstrated in winning a number of awards. The training you are undertaking is recognised at either a national or state level and complies with the VET Quality Framework Standards for Training Organisations 2015.

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 a successful outcome, so please feel free to discuss any concerns you may have with us.

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

During your time at BRACE you will have an opportunity to learn about the variety of programs and services on offer to you and we encourage you to make further enquiries about them.

Again, we wish you every success in your training.

Yours sincerely

The BRACE Team

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Thank you

Thank you for choosing BRACE for your next learning experience. At BRACE we are proud to be able to deliver quality, professional education and training services in a friendly, welcoming environment, allowing you to learn to the best of your ability.

To ensure that you have a wonderful experience at BRACE we have put together this student handbook outlining the expectations you should have of us, as well as some expectations of you as a student. These will be discussed during orientation and if you have any queries about the content, please discuss them with your Trainer, Coordinator, Facilitator or Program Manager.

1. Student Services, Facilities and Equipment

1.1. 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.

1.2. 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.

1.3. 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.

1.4. Smoking

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

1.5. Personal Possessions

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

1.6. Messages to Students

We are only able to relay messages of an urgent nature to students.

1.7. 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. Our Customer Service staff are happy to provide this service to you for a small fee.

1.8. 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 Customer Service staff.

1.9. Parking

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

1.10. 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.

1.11. 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.

1.12. Library

BRACE does not have a library but resources are available. Please contact your Facilitator. Our staff will advise you of other library options available in your area.

1.13. Student Records

Files incorporating academic results, reports and placement assessments are held by the relevant Department. Your personal information is available on request.

1.14. 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.

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.

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

Please talk to the course Administrator or Trainer for more details if required.

1.15. Uniforms

Some workplaces require students on placement to wear a uniform. If this applies to you, you will be asked to reimburse BRACE for the cost of at least one logo embossed BRACE polo shirt. The approximate cost per shirt is \$30.

The top becomes the property of the student.

1.16. Student Support

BRACE Managers, Facilitators and Trainers are available to discuss issues with students and provide referrals either within our organisation or to appropriate external organisations or professionals to assist those experiencing difficulties.

1.17. Adult Education Support Services

Support in areas such as Literacy and Numeracy are available. Please discuss any issues with our Training Coordinators.

1.18. Disability Support Service

BRACE employs a Disability and Student Support Officer who can assist to make your training as accessible as possible. This can include, but is not limited to:

- Disability adaptive equipment, e.g., large print, adaptive technology.
- Individualised learning strategies.
- Referral advice.

1.19. Unique Student Identifier (USI)

Effective from 1 January 2015 all students are required to register online for a Unique Student Identifier (USI) which is a free service. Please visit www.usi.gov.au for further details.

A USI will allow an individual to see all of their training results from all providers including all completed training units and qualifications.

If you do not have a USI and require assistance, SkillsPlus can apply for a USI on your behalf once you complete and sign a USI Authorisation form, giving us permission to do so. Identification documents will also be required.

Every effort will be made to assist you to obtain a USI, but if you don't have one by the start of your course you may not be able to commence training.

SkillsPlus can be prevented from issuing you with a Nationally Recognised VET qualification or Statement of Attainment when you complete your course if you do not have a USI. This includes short courses such as First Aid.

2. Funding, Fees and Charges

3.1. Fees and Charges

An information pack is provided to all prospective students of BRACE prior to enrolment. Information about fees and charges for various courses is included in the information pack and are available on our website.

The current concession eligibility requirements and fees that apply to funded courses are also included in the information pack.

For Government-funded courses (Skills First & Adult Community & Further Education funding):

Funding, fees and charges change from time to time in line with changes in the Commonwealth or State government contracts under which BRACE operates.

For students who are not eligible to receive Government funding:

A full tuition fee applies. BRACE accepts an enrolment deposit, but does not accept more than \$1500 paid in advance of services provided. Payment plans are provided where fees are greater than \$1500.

3.2. Eligibility for Funding – Victoria

Skills First is a Government initiative aimed to improve the training system and encourage people to gain higher qualifications. The Government guarantees all eligible Victorians a government subsidised place in a vocational education training program through the Skills First program.

If you are applying for a government subsidised place you will be required to provide information to establish your eligibility.

Please talk to a BRACE representative for details about eligibility or you may prefer to visit the Department of Education and Training website <http://www.education.vic.gov.au/training/learners/fees/Pages/funding.aspx> for a full list of eligibility criteria.

4. Refunds/Withdrawals

If a student would like to withdraw from their course they must notify BRACE as soon as possible. The student may then be required to attend a meeting to discuss the reasons for the withdrawal and possible alternative delivery options. If the student still wishes to withdraw they may be required to complete a Withdrawal Form.

For Accredited Courses, Qualifications and Traineeships:

Refunds will be made:

- If the student notifies BRACE before their class commences that they are withdrawing from training, BRACE will refund all fees paid by or on behalf of the student.
- When the student has overpaid the fees.
- If a student withdraws from a course or traineeship within the first 4 weeks after their training commences, BRACE will refund the fees paid, minus a \$55 administration charge.
- If BRACE cancels the course.
- If part of the course is cancelled, BRACE will only refund the portion of the fees applicable to that part of the course, minus a \$55 administration charge.

Refunds will not be made:

- If a student withdraws from a course more than 4 weeks after their training commences, BRACE will not refund the fees paid unless, in BRACE's opinion, the student would be unreasonably disadvantaged if not granted a refund, for example, a student meets with a serious misadventure and is unable to continue their enrolment.
- If a refund is granted, BRACE may choose to refund all fees paid, minus a \$55 administration charge or only the fees applicable for the component of the course not undertaken, minus a \$55 administration charge.

For Industry Short Courses:

Refunds will be made:

- If a student withdraws 24 hours or more before the commencement of a course of 15 hours' duration or less and the student does not wish to be transferred into another course, then BRACE will refund the fees paid, minus a \$10 administration charge.
- When the student has overpaid the fees.
- If BRACE cancels the course and the student does not wish to be transferred into another course.

Refunds may be made:

- If a student withdraws **within** 24 hours of the commencement of a course of 15 hours' duration or less and the student does not wish to be transferred into another course, it is at the Department Manager's discretion as to whether a refund can occur.

4.1. Opportunity to Complete

BRACE will take all appropriate measures to ensure a student enrolled in any course will be given every opportunity to undertake the training and the assessment requirements. In the event that this is not possible, BRACE will:

- issue a refund for the balance of the course not provided, if this is within 4 weeks of commencing their course/training (forgoing the \$55 administration fee);
- where practicable, fast track a student's training;
- issue a Statement of Attainment for completed units;
- issue a Certificate at a lower level if the student has completed all the required units and
- make every reasonable effort to refer students to an equivalent course with another Registered Training Organisation (RTO)

***Please Note:** Refunds will not be granted to students who voluntarily withdraw from the course before the advised cessation date and their withdrawal date is 4 weeks or more after the course or traineeship commencement date unless, in BRACE's opinion, the student would be unreasonably disadvantaged if not granted a refund.

5. Re-issue of Certificates or Statements of Attainment

When applying for a replacement Certificate or Statement of Attainment the following fees apply:

If the original date of issue is between:

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

6. Administration

BRACE maintains systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records. In the event that BRACE ceases operations, all records of student results, for training covered by the registration will be sent to the relevant regulatory and funding bodies.

We supply the relevant regulatory and funding bodies with delivery details for each course or qualification and module or unit of competency in the Scope of Registration and student details including enrolments, participation and completions in accordance with the relevant regulatory and funding bodies - AVETMISS requirements.

BRACE maintains and ensures confidentiality of all records, and maintains adequate and appropriate insurance including public liability and Work Cover.

BRACE is required to advise the relevant regulatory and funding body in writing within 10 working days of any change to the information contained in the Registration/Endorsement application. From time to time regulatory and funding bodies or their agents gain access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the VET Quality Framework/Endorsement.

BRACE ensures payment to the relevant regulatory and funding bodies of all appropriate fees within 30 days of these being due and payable.

7. Course Delivery

BRACE ensures that a current copy of the accredited course curriculum or endorsed Training Package and information regarding the program of study and availability of learning resources and appropriate support services is available to students.

Training and assessment occurs in accordance with the requirements of the accredited course or endorsed Training Package, and where appropriate the state or national guidelines for customising courses. Where required, we obtain written permission from course copyright owners before course delivery to use and, if required, customise courses.

8. Staffing

BRACE ensures that Trainers have:

- A Certificate IV in Training and Assessment (TAE40110)
- Demonstrated relevant competencies at least to the level of those being delivered.
- Industrial experience that is current and relevant to the particular courses/Training Packages or modules/units of competence that they are involved in delivering.

Assessments (including those for recognition of prior learning) are undertaken by assessors who have up-to-date qualifications.

At BRACE the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

9. Training Environment

BRACE complies with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations.

We ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation. In addition to this, we also ensure that training facilities, equipment and other resource materials are adequate and

appropriate for courses that we offer and are maintained in good order and repair.

10. 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.skillsplus.com.au.

If you have any questions, please contact our Child Safety Officer on (03) 9784 0400.

Alternatively you could contact:

Child wise on 1800991099

Kids Helpline on 1800551800

Sexual assault crisis line on 1800806292

Create Foundation on 1800655105

Youthlaw on 0396112412

More information is available via the following links

<http://www.vrqa.vic.gov.au/childsafes/Pages/standards.html>

<http://www.vrqa.vic.gov.au/childsafes/Pages/students.html>

11. Qualifications

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.

12. Green Policy

As part of BRACE's green policy we do not automatically produce copies of original work that is submitted as evidence or as an assessment task. If you require original work to be handed back, please supply the originals, and a copy.

BRACE will then certify your copy and return originals with assessment results.

For originals submitted without copies it will be assumed that you do not require these returned. You will receive assessment results only.

13. 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, training and employment services all community members will be able to develop knowledge and skills to enhance work and life opportunities.

13.1. Principles

Providing and maintaining education, training and employment 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.

13.2. 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.

14. Marketing

BRACE promotes its courses and qualifications with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course.

15. Student Selection

BRACE advises prospective students of the following details prior to enrolment:

- name and contact details of the RTO;
- title of qualification;
- application process;
- competencies/modules to be obtained;
- scheduled hours for competencies to be obtained;
- timeframe for achieving competencies;
- fees and costs involved in training;
- delivery modes to be used;
- training to be undertaken;
- assessment details and arrangements;
- party/ies responsible of the delivery and/or assessment of each competence; and
- Student Support Services.

16. Complaints and Appeals Process

BRACE has in place fair and equitable processes for dealing with student complaints. If you have a concern please discuss it with your Coordinator or Facilitator or the BRACE Program Manager.

Please go to the [About US](#) tab on the SkillsPlus/BRACE website home page for details regarding the [complaints and appeals](#) process.

17. Behaviour Management Procedure

BRACE may instigate disciplinary action 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.

18. Assessment

18.1. Definitions

You may need to understand some terminology used in competency based assessment, so some explanations are given below:

- Competency - in relation to training, competency can be defined as using skills and knowledge to perform a job task to the required standard.
- Assessment - is a measurement of your performance. This measurement is made by gathering evidence.
- Evidence – is the material proof that you have performed the task to the required standard. It may take many forms and your assessors will use a range of evidence to support their judgement of your competency.

18.2. Quality Evidence

The assessors are obliged to gather evidence that is:

- Authentic (your own work).
- Valid (assesses the skills and knowledge required of that unit of competency).
- Current (shows your competency now).
- Sufficient (there is enough evidence to demonstrate competency).

The evidence must be gathered over a period of time and therefore, assessors may ask you to undertake a range of tasks over multiple occasions so that you can demonstrate your competency **consistently**.

The forms of evidence required are likely to vary from unit to unit. The assessors will set assessment tasks designed to give them quality evidence of your ability to;

- perform tasks to the required standard.
- demonstrate your understanding of underpinning theory.
- demonstrate your ability to use key skills to get the task done (such as communicate with and work with others, use technology and mathematical concepts, solve problems and gather and analyse information needed to complete the task).

18.3. Your Role in the Assessment Process

You can provide evidence of your competency in the job role, by: making sure you attend class, keep appointments with your assessor, complete set tasks and participate in activities so that your skills and competence can be observed and measured over a period of time.

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

The assessors can only assess your competence on the evidence you present to them. The quality of the evidence you provide to your assessors is entirely your responsibility.

18.4. Gathering Evidence

Assessment tasks are designed to gather evidence that a person is competent in a unit. Evidence needs to prove that performance criteria have been met and that skills and knowledge relevant to the unit have been demonstrated to industry standards. Whatever forms of evidence are to be gathered for particular units, you are entitled to understand what criteria are being used to assess you. Make sure you check with your assessors if you need clarification on any aspect of assessment.

Assessors use a variety of methods to enable you provide evidence. Explanations of some possible assessment methods your assessors may use are:

- Observation with questioning or discussion – the assessor will watch you perform or undertake particular tasks relating to the performance criteria. This observation often involves questioning you, eg: “What would you do if ...?” “Why did that occur?” etc. The assessor uses a checklist during the observation to record those elements of the performance criteria that have been observed. Role plays may be used as a basis for observations.
- Demonstration – this is similar to an observation, however, you take on the role of “assessor” by demonstrating the task to another person or your assessor as though you are training them in that task. This allows you to truly demonstrate your skills and knowledge by allowing you to step through the task and explain as you go, just as you would do if you were training another person.
- Practical tasks – practical tasks allow you to demonstrate task management skills and problem solving ability in the processing of work routines. The tasks, such as case studies are designed to allow you to demonstrate the performance criteria to the required standard.
- Questioning/tests – allow you to demonstrate your understanding of underpinning knowledge (theory) by giving short answer responses, multiple choice or true/false to written questions that relate to the performance criteria for the unit. Tests are usually completed within a set time with the supervisor present, but on occasion the test may be “open book” which means you have access to resources for assistance.

- Journal – the assessor may require you to keep a journal or diary to record particular activities relating to the performance criteria being assessed. Journals allow you to demonstrate your knowledge and can provide evidence of consistency of your performance.
- Portfolio – a portfolio is a popular assessment method used by assessors, because it allows you to gather evidence from a range of sources and assemble them into a folder for presentation. Portfolios are particularly useful for units involving computing skills.
- Third party verification – a third party is someone in a position to be able to verify (confirm) that you have completed a particular task or performed to a particular standard. Third party verification is often required when it is not practicable for the assessor to observe you directly, and may be required in tandem with other methods of assessment (eg: you are required to present a portfolio of work which needs to be verified by another person that it is your work).
- Assignment/Project – often used to allow you to demonstrate a range of competencies, possibly across more than one unit. A project allows you to “go out and do it” and allows the assessor to create a realistic simulation that enables him/her to see you apply a range of skills and knowledge to complete the task. A project may require you to work within a small group.

19. Recognition of Prior Learning (RPL) & Credit Transfer (CT)

Credit Transfer and Recognition of Prior Learning (RPL) is a process used to recognise what you have already learned from other courses, life experiences, work experience, and from any training provided at work. Your current skills and knowledge are then measured against learning outcomes for the course of study you are undertaking or want to undertake. If what you have learned at work or elsewhere is relevant to the course, you may not have to do those parts of the course again.

19.1. Why Apply?

It is important to apply for CT or RPL if you think your previous study and/or experiences might be relevant to the subject(s) in which you are enrolling.

- The advantages of successful RPL applications are:
- You won't have to repeat units you have already successfully completed.

- You may complete your course quicker.

For full details of CT and RPL application procedures and costs, please see RPL information, available from the relevant department. Once you have read the information, should you wish to apply please contact the relevant Coordinator/Facilitator. The Coordinator/Facilitator will then give you more information about the relevant documentation & evidence requirements, and provide you with a quotation for proceeding with an RPL application.

20. Foundation and Core Skills for Work

Foundation skills refer to the underpinning skills that support participation in work, in adult education and training and in the community. These skills are traditionally known as language, literacy and numeracy. Core skills for work include skills that contribute to work performance. Combined they include:

- reading
- writing
- oral communication
- navigate the world of work
- interact with others
- get the work done

These skills are embedded into the training provided and you will be assessed on these skills, in relation to the unit or course of study you have undertaken, but only to the level that is required to perform tasks to a competent level. Demonstrating and developing these skills helps with successful participation in work and good employment outcomes.

The foundation and core skills for work for each unit of competency can be downloaded from: <http://www.training.gov.au>

21. Privacy

BRACE is committed to providing you with the highest levels of customer service. This includes protecting your privacy.

We are bound by the relevant Privacy Legislation (Commonwealth Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012, Privacy

Regulation 2013) and the Australian Privacy Principles, which set out a number of principles concerning the protection of your personal information. A copy of the BRACE Australian Privacy Principle Policy and Procedure can be found on our website www.brace.com.au or alternatively you can ask your trainer or reception for a copy.

Personal information held by BRACE may include (but is not limited by): your name; date of birth; country of birth; language spoken; disability status; indigenous status; current and previous address; telephone numbers; email address; credit card details; occupation; education achievement; previous and/or current employment details.

(Please note - if you choose not to provide us with your personal information, we may not be able to provide you with the services you require).

Your personal information is used by BRACE only for the purpose that it is provided and is given to other parties only in special circumstances where permitted by legislation or where you agree to disclosure.

At various times BRACE may approach students to be involved in the marketing of program and services through television, social media/digital media, print or radio. To be involved in such marketing BRACE will request that students complete the BRACE Advertising/Marketing Participation Approval Form to ensure that they are fully aware and informed of the marketing/advertising strategy to be undertaken.

22. Evaluations

22.1. Internal Evaluations and Feedback

BRACE uses a combination of ways in which to gather feedback about your training experience. We request that students complete 3 surveys at key points during and at the completion of their training. Completion provides us with valuable information on your view of all aspects of the training and services provided by us. This feedback enables us to continue to improve our products and services.

Customer service feedback forms are also available at reception.

22.2. National Quality Indicators

Under the VET Quality Framework, RTOs are required to collect and use data for the purpose of continuous improvement. The National Quality Indicators

have been designed to help RTOs like BRACE conduct evidence-based and outcomes focused continuous quality improvement.

Three quality indicators which have been endorsed by the National Quality Council (NQC):

- Learner Engagement.
- Employer Satisfaction.
- Competency Completion.

As a student of BRACE you will be asked to complete an evaluation regarding learner engagement to ensure that BRACE continually improves its training delivery. This evaluation is managed by the National Centre for Vocational Education and Research (NCVER). If you are participating in a traineeship your employer will also be asked to complete an evaluation.

22.3. Audits

At various times BRACE is audited by Commonwealth regulators and State funding bodies. At some stage during or after your training you may be contacted to provide feedback about BRACE's products and services. Please feel free to offer your genuine feedback should you be contacted by a representative of the departments. This contact is usually conducted through a random sampling of students for a brief telephone audit.

23. Code of Conduct

All students at BRACE are expected to observe a Code of Conduct. Your Trainer will explain these requirements to you and ask that you sign your agreement to abide by the requirements of the BRACE Code of Conduct.

This Code of Conduct is designed to help make your participation in education and training here at BRACE as comfortable and effective as possible.

23.1. Learning Environment

Both students and staff are expected to respect the rights of others to express their point of view appropriately, to speak without interruption and to participate fully in all classroom activities and discussions.

The use of appropriate language (no swearing) in all classroom situations is expected from students and staff.

If students have concerns they should raise them with the appropriate Trainer. If these concerns remain unresolved the student should speak to the Coordinator or Facilitator or BRACE Student Support Officer.

23.2. Attendance

Participation and contribution are vital aspects for successful learning. However we understand that sometimes circumstances might prevent you from attending class or completing work. If this should happen please contact your Trainer or Training Coordinator to discuss options for ensuring that your learning outcomes are not affected.

23.3. IT Facilities

At all times, the IT facilities are only to be used for studies relevant to the students training. Use of the facilities for all other purposes is strictly prohibited, and may result in the student being immediately dismissed from the course. This includes accessing of inappropriate websites and those for personal entertainment, eBay, downloading of music and media files, and playing games.

23.4. 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 Chief Executive Officer 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.

24. Emergency Procedure

We ask that all BRACE students take the time to familiarise themselves with the emergency evacuation procedures displayed in every room.

During your training you may be asked to participate in an emergency evacuation drill. Please follow BRACE staff and your trainer's directions.

25. Legislation Requirements

The following lists our regulatory obligation information for students and staff.

25.1. National Legislation

National Vocational Education and Training Regulator Act 2011

Australian Skills Quality Authority: The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

VET Quality Framework: The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements; and
- the Australian Qualifications Framework.

Standards for VET Accredited Courses: In addition to the VET Quality Framework, there are also Standards for VET Accredited Courses. The Standards for VET Accredited Courses apply to all courses regulated by ASQA, including those courses that were accredited by referring state and territory course accreditation bodies prior to the introduction of the new national arrangements.

More information about Quality standards can be found at www.asqa.org.au

AQF: Australian Qualifications Framework (AQF) is a quality assured national framework of qualifications in the school, vocational education and training (VET), and higher education sectors in Australia. The Framework links together

all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and a seamless and diverse education and training system.

More information about AQF standards can be found at: www.aqf.edu.au

25.2. State Legislation

Victoria

Higher Education and Skills Group (formerly Skills VIC): The Higher Education and Skills Group (HESG) facilitates participation and achievement in senior secondary and tertiary education and training by supporting partnerships between providers, employers and the community and advising on public funding and regulation. It manages the Government-funded training market, public provider governance and accountability, and the apprenticeship system.

- Skills First Quality Charter

More information can be found at www.education.vic.gov.au

Victorian Registration and Qualifications Authority (VRQA): The role of the Victorian Registration and Qualifications Authority (VRQA) is to provide regulation that ensures quality in education and training in Victoria, and promote informed choice when it comes to your education and training decisions. The VRQA is responsible for the registration of education and training providers in Victoria, and for the accreditation of educational courses.

The VRQA also assists Victorian students and parents with information about education and training providers as well as qualifications, and investigates complaints against education and training providers.

More information can be found at: www.vrqa.vic.gov.au

The Child Safe Standards: compulsory minimum standards for all Victorian schools to ensure they are well prepared to protect children from abuse and neglect.

More information can be found at www.education.vic.gov.au

South Australia

Skills for All: Skills for All is a South Australian government initiative that encourages more people to enter training, complete that training and gain employment.

- Training and Skills Development Act 2009
- Vocational Education and Training (Commonwealth Powers) (Act 2012)

For information regarding regulatory bodies in South Australia refer to www.skills.sa.gov.au

25.3. Equal Opportunity and Discrimination Legislation

This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful on the basis of protected attributes.

These attributes are: Age; Disability; Industrial Activity; Gender Identify; Lawful Sexual Activity/Sexual Orientation; Marital Status; Parental Status or Status as a Carer; Physical Features; Political Belief or Activity; Pregnancy; Religious Belief or Activity; Race; Sex; Employment Activity; Breastfeeding, Aid of an Assistance Animal.

More information about Equal Opportunity can be found at:

Victoria: www.humanrightscommission.vic.gov.au

South Australia: www.eoc.sa.gov.au

25.4. Workplace Health and Safety Legislation

Workplace Health and Safety laws apply to the workplace at all times, including during periods of training. It is important to ensure that apprentices and trainees understand principles of safety and health as they relate to the workplace.

More information about WHS laws can be found at:

Victoria: www.worksafe.vic.gov.au

South Australia: www.safework.sa.gov.au

25.5. Freedom of Information Legislation

Freedom of Information acts provide for public access to information held by the public sector, to provide for the correction of personal information held by the institute, to provide for the responsible collection and handling of personal information by the institute. It also promotes appropriate records and archives management in the public sector and for related purposes.

More information about Freedom of Information can be found at:

Victoria: www.foi.vic.gov.au

South Australia: www.legislation.sa.gov.au

26. Qualifications and Courses

BRACE has a wide range of accredited qualifications and courses. Please check with your BRACE representative to see which of the following course are currently enrolling.

CHC22015	Certificate II in Community Services
BSB30315	Certificate III in Micro Business Operations
BSB42615	Certificate IV in New Small Business
CHC22015	Certificate II in Community Services
CHC30113	Certificate III in Early Childhood Education and Care
CHC30213	Certificate III in Education Support
CHC33015	Certificate III in Individual Support
CHC40213	Certificate IV in Education Support
CHC43115	Certificate IV in Disability
CHC43215	Certificate IV in Alcohol and Other Drugs
CHC43315	Certificate IV in Mental Health
CHC43415	Certificate IV in Leisure and Health
CHC50113	Diploma of Early Childhood Education and Care
FSK20113	Certificate II in Skills for Work and Vocational Pathways
HLT33115	Certificate III in Health Services Assistance
SIT30616	Certificate III in Hospitality
HLT23215	Certificate II in Health Support Services
HLT33215	Certificate III in Health Support Services
22250VIC	Certificate I in EAL (Access)
22251VIC	Certificate II in EAL (Access)
22301 VIC	Certificate I Transition Education
22302VIC	Certificate I in Work Education

Industry Short Courses

SITHFAB002	Provide Responsible Service of Alcohol (RSA)
SITHFAB005	Prepare and serve espresso coffee
HLTAID003	Provide First Aid
HLTAID001	Provide Cardiopulmonary Resuscitation (CPR)
SITXFSA001	Use Hygienic Practices for Food Safety

BRACE

EDUCATION & TRAINING

www.brace.com.au

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Frankston

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Dandenong

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