



STUDENT HANDBOOK



DISCLAIMER

Whilst every effort has been made to ensure the accuracy of the information contained in this handbook, the information is subject to change.

No responsibility is accepted for any loss, damage or costs, financial or otherwise, suffered by any person acting or relying on information contained herein or omitted.

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1. Introduction

BROWNS professional is a Registered Training Organisation (RTO No. 31998) recognised by the Australian Skills Quality Authority for the delivery of nationally recognised training in all states and territories of Australia.

This handbook sets out the policies and procedures relating to BROWNS professional's training and assessment services, and constitutes the terms and conditions of the contract between you (our student or client) and BROWNS Professional (as your training provider). BROWNS professional agrees to honour its commitment to deliver the purchased services and complete the training and/or assessment once the student has commenced study, subject to the terms and conditions specified in this book and your signed letter of offer. Any changes to these terms and conditions will be communicated to you.

You must read this as part of your enrolment in any course. Also be sure to read the course description available on each of our dedicated course webpages in which you are interested, which contains specific information applicable to the courses beyond the general guidance provided on this page, and this summary of the prerequisites for all our courses.

2. What is an RTO?

A Registered Training Organisation (RTO) is a training organisation providing Vocational Education and Training to students, resulting in qualifications or statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia. All RTOs in Australia (including the qualifications they are registered to deliver) are listed on the national register at www.training.gov.au. See here for BROWNS professional <https://training.gov.au/Organisation/Details/31998>

To deliver vocational education and training in all states and territories of Australia, and to overseas students, an organisation must be approved by the government's regulatory body, Australian Skills Quality Authority (ASQA), and must then comply with all components of the Vocational Education and Training (VET) Quality Framework (VQF), including:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework
- Fit and proper person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements.

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3. Our commitment

Our obligations to you, the learner, include being responsible for the quality of the training and assessment which must be in compliance with the Standards for Registered Training Organisations (RTOs) 2015, for the issuance of Australian Qualifications Framework (AQF) certification documentation, and to keep you informed. This means that we will notify you when any change occurs that may affect the services we are providing you, including any changes to the educational and support services identified below, any change in ownership of the RTO, and any changes to third-party arrangements we put in place for the delivery of services to our students.

4. Legislative Requirements

BROWNS professional will meet all legislative requirements of State and Federal Governments including, but not limited to, Workplace Health and Safety and Privacy requirements.

Access and Equity

All students will be recruited in an ethical and responsible manner consistent with the curriculum or National Training Package requirements. Our Access and Equity Policy ensures that students selection comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality and Continuous Improvement

BROWNS has a commitment to providing quality service and a focus on continuous improvement. We value feedback from students, staff and employers/industry for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition Policy (RPL/Credit Transfer) Policy, a fair and equitable Refund Policy, Privacy Policy, Complaints and Appeal Policy and Access & Equity Policy. Where necessary, arrangements will be made for those clients requiring language, literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our student information will ensure that prior to enrolment students will be made aware of a general description of the course, its content and duration, the qualification gained on completion, teaching and assessment methods, arrangements with other providers for recognition, the complaints and appeals process, fees, charges and refunds payable, vocational and study outcomes, and if applicable information on English language proficiency, work

experience, the local environment as well as campus location, living costs, accommodation and school-aged dependants details.

External Review

BROWNS has agreed to participate in monitoring and audit processes required by the national regulator, ASQA.

Marketing and Advertising

BROWNS markets its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

BROWNS has personnel with appropriate qualifications and experience to deliver training and facilitate the assessment relevant to the training products offered. Assessment will meet the requirements of the Training Package. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Consumer Protection Services

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit australia.gov.au (opens in a new window) or www.consumerlaw.gov.au (opens in a new window) to find the relevant government agency for where you are living and studying.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>. They also provide translations of their services here: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students/tools-and-resources>

The OSO also produces an email newsletter for international students. You can subscribe to the newsletter on the <https://www.ombudsman.gov.au/news-and-media>.

- **Queensland Ombudsman** - www.ombudsman.qld.gov.au (opens in a new window)

5. Privacy Notice

Why we collect your personal information?

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

How we use your personal information

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

How we disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

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

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

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

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

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

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

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

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

6. Surveys

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

7. Contact information

At any time, you may contact BROWNS professional to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

8. Confidentiality and privacy

Your privacy is respected, and your personal information collected by us is protected by the Commonwealth Privacy Act 1988. Your data will be used to enable us to provide you with the products you have requested, to inform you of other products you may be interested in, to assist with research and development of our product lines, and to maintain and develop our business systems and infrastructure. By downloading content such as information packs and entering your details on the website you agree to receive marketing and promotional materials such as emails and sms relevant to your enquiry. You may review and modify your contact information at any time, including your correspondence preferences, by accessing your details from our website. For general enquiries about our privacy policy, to be removed, or for any other website-related information, please contact us via <https://brownsprofessional.edu.au/contact-us>.

It is a condition of enrolment with us that you give us permission to respond to third parties (including other RTOs) requesting confirmation of the authenticity of any certification (testamurs or statements of authority) that we have issued to you.

BROWNS Professional may use third party advertising tools (including Google marketing and similar advertising). This means that information related to your web browsing behaviour may be collected while visiting our site, which later can be used by third-party vendors, including Google, for the purpose of showing BROWNS Professional advertising on sites across the Internet which have been approved in the display network. You have the option to opt out of Google's use of cookies by visiting the Google advertising opt-out page. Alternatively, you can opt out of cookies by visiting the Network Advertising Initiative opt out page.

Google Adwords Conversion Tracking: BROWNS Professional may utilise Google Adwords Conversion tracking to help us collect general usage statistics on how many site visitors have clicked on our Google ads and made an enquiry or purchase with us. This may be tracked using cookies which do not contain any personal identifiable information and expire within 30 days. For more information or to opt out of this service, please refer to Google Advertising Policies and Principles.

Facebook advertising: BROWNS Professional utilises the Facebook lead ad platform where individuals are able to provide their personal details (such as email and phone number) if they are interested in one of our courses. By providing your details via this platform you are accepting our terms and conditions, and also provide BROWNS Professional with consent to send you promotional materials relevant to your enquiry. You can unsubscribe from promotional emails at anytime.

9. Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will make ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the [Tuition Protection Service \(opens in a new window\)](#) website.

10. Overview of Training and Assessment Strategy

Training

In all courses the units of competency are organised into either face-to-face trainer led theory sessions and/or practical simulated/live sessions involving small group and individual activities appropriate to the program and industry requirements. Competencies may be clustered to reflect day-to-day operations in industry.

To achieve competency in skill integration all courses are organised to provide participants with background information and simulated and/or live day-to-day experiences in general and specific industry skills. Thereby allowing the trainer to limit/integrate the number of assessments to gather evidence and reduce multiple delivery of the same information.

Assessment

Assessment methods will vary according to the requirements of unit(s) of competency being assessed and recommended assessment methods identified in the Training Package.

Evidence gathering will include:

- Observation/demonstration by checklist of participants in service following health & safety and hygiene practices in a range of contexts and situations,
- Workbook completion,
- Written assignments,
- Written tests and formal examinations,
- Oral questioning to test knowledge,
- Evaluation of activities such as coaching others.

All assessment undertaken in a training program will be carried out by BROWNS as the RTO. Assessment methods used in the program provide for demonstration of competencies to the required industry standard. Assessment does not necessarily take place at the end of every performance criteria as criteria may be grouped together. On-going testing and feedback will be provided on each unit of competency for the purpose of providing progressive advice.

On the completion of each assessment task, students will be provided with qualitative feedback for the unit(s) of competency being assessed.

Assignment Cover Sheet

All assessment activities submitted must have a completed and attached Assignment Cover Sheet. Students must keep a copy of any submitted work.

Assessment and course progress Policy

The following outlines the BROWNS Student Assessment Policy.

BROWNS will monitor the enrolment load of students to ensure they complete the course within the duration specified in their eCoE and do not exceed the allowable portion of online or distance learning.

Standard of Work

- Assessment methods will provide for demonstration of competency to the required industry standard.
- Summative (final) assessment, ongoing tests and feedback will be carried out during each unit of competency / subject / module for the purpose of providing advice on progress.
- Students will be provided with criteria for the completion of any assessment activity including assignments, projects, workplace activity, examinations or group activities.
- Students should complete their assessment activity in-line with the set criteria. This may include such activities as layout and presentation methods.
- Standards of work will be reflective of the content or elements required of a (or cluster of) competency and/or in line with relevant and current workplace practices.

Assessment Dates:

A student will be required to meet negotiated assessment dates in a range of ways such as:

- Submission dates for assignments and projects
- Pre-determined assessment activities held within class times (i.e. presentations, group activities)
- Formal examination dates
- Workplace visits by BROWNS Assessors.

If students comply with the required assessment dates but are initially assessed as not yet satisfactory for an assessment item, they are entitled to a second attempt (re-submission). Re-submission should take place within the student's current enrolment period for their competency / subject / module unless negotiated with their trainer/mentor. Where work placement is an integral part of the assessment activities, the submission and re-submission dates will usually reflect an end-of-course date. Overseas students who are required to repeat units of study are permitted to repeat the unit no more than once.

Re-submission / Re-assessment Activities

If students are requested to re-submit or re-do assessment activities, they will only be re-assessed on the components initially determined as not yet competent. To ensure equity and fairness of assessment for all students, re-submission activities may vary in format from those originally set by the trainer/assessor/mentor.

Late submissions

If a student submits or requests to undertake an activity after the assessment date, but before the end of their current enrolment period for that competency, the activity will be marked. There will be no re-submission option for late assessments unless they have been pre-approved (see Extensions).

If a student submits assessment activities after the enrolment period for competency, or receives a 'not yet satisfactory' for a late submission, then they will need to re-enrol in the required competency before the assessment can be marked.

NB: Re-enrolment may not be possible until the next semester period; however, any assessment activities marked as satisfactory achievement can be carried forward and only those elements deemed not yet competent need to be re-submitted or re-done.

Extensions

Extension may be granted for exceptional circumstances. Depending on the mode of study, reasons for extension may vary from health, personal or other compassionate or compelling circumstances.

All requests for extensions should be:

- Negotiated in advance with the Trainer/Director of Studies.
- Confirmed in writing and signed by both the student and Trainer/Director of Studies.
- An assessment activity completed by the extended date still has a re-submission option.
- If the extension cannot be arranged before the due date, students should make a reasonable attempt to give notification to the trainer concerned or the Student Services Team via telephone, fax, letter or e-mail.

Significant evidence needs to support a request for an extension after the due date (i.e. supported by a doctor's certificate)

The request must be in writing.

Re-Evaluation Process

A student who is not satisfied with the result provided on an assessment activity has the right to approach the appropriate trainer or assessor concerned for a re-evaluation no later than fourteen (14) days after results have been provided to the student.

If a student still has concerns with their result, they should consult the Director of Studies who will arrange a second party assessment.

Completion within Expected Duration of Study

BROWNS will monitor each student's progress to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE.

BROWNS can only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration (as specified on the student's CoE), as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a medical certificate was provided which states the student was unable to attend classes),
- BROWNS has implemented an intervention strategy for a student who was at risk of not meeting satisfactory course progress, or
- An approved deferment or suspension of study has been granted.

Where there is a variation to the student's enrolment load which may affect the student's expected duration of study, BROWNS will record this variation and the reasons for it on the student's file. BROWNS will also report this variation accordingly via PRISMS, which could include issuing a new CoE when the student can only account for the variation/s by extending his/her expected duration of study.

Except in the circumstances outlined above, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered duration.

Assessments Retained by BROWNS

In order to meet a range of (external) auditing requirements, BROWNS will be retaining proof of each student's work submitted. This may be in the form of, but not exclusive to:

- Keeping the originals of examination papers
- Keeping the originals of any assignments submitted
- Keeping photographic, video or audio evidence of projects, presentations, interviews or work-placement activities.

In each case, the trainer/assessor will provide students with appropriate feedback and guidance on future options and, where applicable, an assessment report identifying an action program and re-assessment dates will be discussed/negotiated with the student.

Version control: All assessment workbooks undergo periodic revision and the most recent versions are always available to download from your academic student portal. You must submit all work using the most current version of the assessment workbooks and, unless otherwise noted, old versions are not accepted except in exceptional cases. However, almost everything you created in a previous version of a workbook will be transferable to the new / replacement workbook.

BROWNS must also keep a record of each accepted overseas student's academic performance for each requirement of the course for which the student is enrolled. These records are kept as evidence that the student satisfies visa requirements relating to academic performance. If a student fails to meet their visa conditions relating to academic performance, BROWNS will immediately notify the student of their non-compliance and notify the Department of Education via PRISMS.

Access to Records Retained by BROWNS

A student can request access to their records (personal and academic) at any time during or after their enrolment with BROWNS.

During current term of study:

If a student wishes to review any of their work submitted in the current term of study they can request this from their trainer. The trainer will make an appointment time (normally on a Wednesday afternoon) to sit and review the requested documents with the student and answer any questions the student may have.

After current term of study:

If a student wishes to gain access to their student files or records retained by BROWNS outside of the term of study they must submit a request to the Student Services team and provide the appropriate identification for verification purposes.

The Student Services team will ensure that the student's request is actioned within 7 days of being received.

Should a student require a copy of something from their file, for example a replacement Statement of Attainment, there may be a fee for this service.

If a student would like a third party to have access to their records they must provide this authorisation in writing to BROWNS. The third party will need to provide proof of identity before being granted access to the records.

Cheating

Cheating means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned. Some examples of cheating are

- submitting someone else's work as your own;
- submitting another author's work without proper acknowledgement of the author; or
- allowing someone else to submit your work as theirs.

If evidence of cheating is established, you will be contacted and advised of the concerns with your submitted work and you will have an opportunity to respond to any allegations of cheating. If it is established that you have engaged in cheating you will either be given a formal warning and asked to attend a re-assessment session (for which an additional assessment fee may apply) or, if deemed a sufficiently serious breach, your enrolment will be terminated, for which all fees paid are forfeit and non-refundable.

11.Results

Results

All students are entitled to receive a **Statement of Attainment** for units of competency listed on the Australian Qualification Framework. If completing a certificate level program and a student has met the requirements for all of the competencies in the qualification they will receive a **Certificate** for the qualification in which they are enrolled. If completing a diploma level program and a student has met the requirements for all of the competencies in the qualification they will receive a **Diploma** for the qualification in which they are enrolled. These will not be issued if you have not provided BROWNS with your Unique Student Identifier (USI) or have outstanding fees.

Copies of students results will be keep on file. If you require additional or replacement copies please allow two (2) weeks for Student Services to mail out, there may be a charge for this service.

Unique Student Identifier (USI)

The Student Identifier scheme allows students to access a single online record of their VET outcomes. Students must provide BROWNS with their USI during course orientation on the first day. BROWNS will assist students who seek assistance with the creation of their USI. BROWNS will verify your USI and will not issue AQF certification documentation to any student who has not provided their USI, unless the student has an exemption. Should a student have an exemption, the results of their training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar. BROWNS will ensure the security of USI's and all related documentation under its control, including information stored in our student management system.

Recognition of Prior Learning (RPL) and Credit Transfer

The objective of Recognition of Prior Learning (RPL)/Credit Transfer is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised, regardless of where these may have been

acquired. Prior to enrolment prospective students will be made aware of RPL/Credit Transfer and during Orientation and Induction RPL/Credit Transfer will be further discussed together with future career and study paths. BROWNS will award a student with recognition of prior learning (RPL) and/or credit transfer (CT) where the student can provide documented evidence of achievement in the relevant training product. All students will be given the opportunity to apply for RPL/Credit Transfer.

The following procedure will apply to all students in regard to RPL:

- Obtain and complete an RPL Application and submit to the Student Services team.
- BROWNS will issue an RPL Assessment Notice stating meeting time/date, competencies requested, assessment process, supporting documentation etc.
- Meet with a BROWNS Trainer and Assessor to proceed with the application.
- All documentation as evidence will be retained by BROWNS in the student file.

The following procedure will apply to all students in regard to Credit Transfer:

BROWNS accepts and provides credit to learners for units of competency 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

Procedure:

- Obtain and complete an RPL/Credit Transfer Application and submit to the Student Services team together with copies of relevant academic achievement signed by a Justice of the Peace.
- A BROWNS Trainer and Assessor will assess the application and verify the authenticity of the transcript with the issuing RTO.
- BROWNS will forward a letter advising of the Credit Transfer details and outcome.
- All documentation as evidence will be retained by BROWNS in the student file.

BROWNS has the right to refuse a student being granted the RPL/Credit Transfer Application, if there is not sufficient supporting evidence/documentation available at the time of the process.

12.Course support/help

Language, Literacy and Numeracy (LLN)

At the commencement of training, students with language, literacy and numeracy needs will be offered assistance. This is for the benefit of both parties. We also ask students to come forward if they are aware that they require special assistance. When problems are identified, action is taken to assist the student, this being:

1. Discussions between student and trainer to identify student's particular needs.
2. Restructuring training delivery and assessment methods to suit these needs.
3. On-going support provided and progress monitored by trainer, to ensure successful learning outcomes.

If by this stage the student requires additional assistance, the trainer or student may approach the Director of Studies to arrange additional support, which could be through an external source.

All LLN issues are treated with understanding, discretion and confidentiality.

Disability and Learning Support Services

BROWNS welcomes students with a disability or other permanent impairment which could impact on their studies. This could include, but is not limited to, a:

- physical or sensory impairment
- severe, long term or permanent medical condition
- learning disability

Students are encouraged to speak with the Director of Studies at any time in relation to any concerns they may have.

They can also speak with their trainer at any time after commencement.

BROWNS is able to restructure training delivery and assessment method to suit a student's individual needs and will ensure on-going support is provided to ensure successful learning outcomes.

If a student requires additional assistance BROWNS can also arrange additional support, which could be through an external source.

All issues relating to a disability or learning impairment are treated with understanding, discretion and confidentiality.

13.Course Materials and Learning Aids

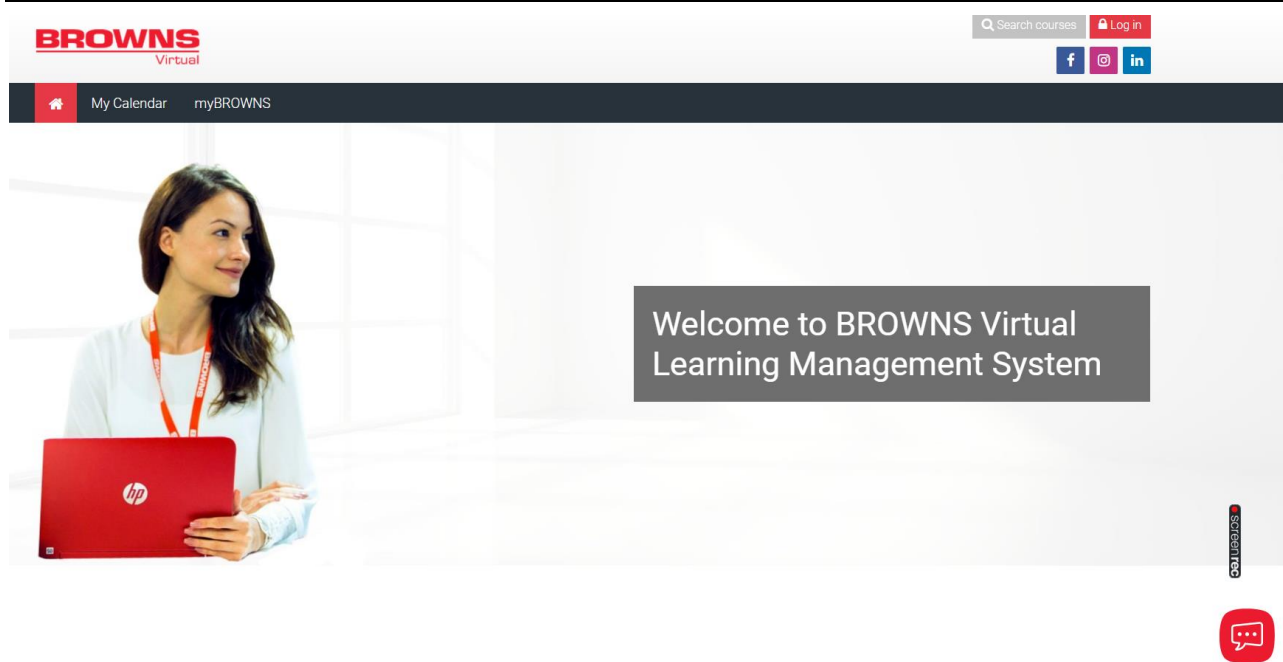
All students will be provided with all of the materials and textbooks needed to successfully complete their course of study. This may include:

- study guides (includes a competency overview, elements and performance criteria, resources, assessment outline, course content and an assessment plan),
- textbooks
- learning guides
- class handouts and notes.

Course materials are accessed via BROWNS purpose built Learning Management System (LMS) named BROWNS Virtual (BV). <https://virtual.browns.edu.au/>

Access is granted on the first day of enrolment via an individual username and password. Students are then able to access their unit of competency which contains all materials, resources, documents and assessment plans. They can also message their trainer directly.

Help articles on using Browns Virtual are also able to be access via the site.



14. Our training facilities

Parking and public transport: all campuses can be accessed via paid public car parking facilities and public transport options.

Meals: Each campus has kitchen facilities including refrigerators, filtered water and hot water for tea, coffee, soups, instant noodles. Meals are not provided, however several cafes and restaurants are near each of our training venues.

Training safety: We take safety seriously, and at the start of each course your trainer will outline all relevant safety considerations during your training with us.

Your feedback: At the end of your course you will be invited to provide us with feedback on your training experience. Please let us know everything we did well at and – most importantly – what things can be improved. Student feedback is a major contributor to our continuous improvement processes.

15. Policies

Workplace Health and Safety

Safety rules are established for the protection of students, staff and clients. Students, staff and clients can be seriously injured if they do not learn the potential hazards of the workplace. Below are ground rules of safety that students must always follow:

- Report every accident or injury, no matter how slight, to your trainer immediately:
 - For minor injuries such as cuts, superficial burns or any incident that requires you to use something from the first aid cabinet – you must record the incident on the Incident Register that is located with the first aid kit in the practical learning area.

- For injuries that require the attention of a doctor, other medical physician or a hospital visit an “Incident Report” must be completed by your trainer.
- Always ask for instructions before using any type of equipment with which you are not entirely familiar.
- When lifting any object:
 - Crouch down, bend knees and keep back as straight as possible.
 - Lift gradually, avoid jerking or twisting.
 - If it is too heavy – get help.
- Report any unsafe conditions or practices to your trainer.
- Never leave a hazardous area unattended.

Location of First Aid Kits

First Aid Kits are located in both practical learning areas. All injuries should be reported to the trainer. Should you need medical attention, staff will take students to the doctor’s surgery or hospital.

Fire and Emergency Evacuation Procedures

All students should participate in fire drills and familiarise themselves with the fire exits. In case a fire breaks out, no matter how small it is, it is absolutely necessary that students observe the following:

- Be calm, don’t panic.
- Do not use the elevators, only use the stairwell.
- Be aware of the danger of smoke.
- Follow trainers directions.

IF YOU HEAR THE FIRE ALARM, FOLLOW THE INSTRUCTIONS BELOW!

1. Listen to your teacher for instruction to where the fire exits are.
2. Pick up your personal belongings without delay and leave the classroom in an orderly manner, moving towards the nearest fire exit. WALK – DO NOT RUN.
3. Exit the building using the nearest fire exit keeping to the left of the wall, walkway or stairwell.
4. Stay with your class and proceed to the Emergency Assembly area to have your roll marked.
5. Do not leave the Emergency Assembly area until instructed to by your teacher.

Access and Equity Policy

It is the policy of BROWNS to contribute to an equitable vocational training system and work environment that will equally provide people with the opportunity to access, participate and successfully achieve outcomes through the application of access and equity principles.

BROWNS recognises the varied and meaningful perspective and approaches that members from different identity groups provide and is committed to providing an environment in which clients, employees and visitors are seen as individual people, each with their own set of unique characteristics. It moves beyond categorising people and recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment.

BROWNS management recognises people regardless of gender, age, abilities, religious or political beliefs, parental status, sexual orientation or any other categorisation and values the contribution a workforce with diverse backgrounds can make.

It will ensure that all employees are aware of their responsibilities to improving outcomes for individuals facing barriers to participation and achievement and ensure staff and students adhere to its policies, procedures and practices that contribute to improving the outcomes for the full diversity of vocational education and training clients. BROWNS will provide the necessary resources and training through Induction programs and support services focusing on BROWNS's Access & Equity Policy, Code of Practice and Handbooks which provide appropriate support, information and advice to meet individual needs and to assist clients to identify, participate in and achieve their desired outcome.

Harassment and Discrimination Policy

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law and as such BROWNS does not tolerate any form of discrimination or harassment.

Harassment and or discrimination may cause the loss of trained and talented employees and damage staff morale and productivity and BROWNS believes all employees have the right to work in an environment free of discrimination and harassment.

It is the responsibility of all BROWNS employees to ensure that all employees, students and clients are treated equitably and are not subject to any form of discrimination or harassment.

Discrimination

Employees must not discriminate on unlawful grounds. Under Federal and State anti-discrimination laws, discrimination in employment on the following grounds is against the law:

- | | | |
|------------------|---------------------------|---------------------------------|
| • Sex | • Parental status | • Impairment/Disability |
| • Marital status | • Trade union activity | • Religion |
| • Pregnancy | • Lawful sexual activity | • Political belief and activity |
| • Race | • Social origin | • Criminal record |
| • Age | • Family responsibilities | |

Direct Discrimination occurs when someone is treated unfavourably because of one of his/her personal characteristics. Discrimination may involve:

- Offensive 'jokes' or comments about another worker's racial or ethnic background, ex partner, sexual preference, age, disability or physical appearance.
- Display of pictures, computer graphics or posters, which are offensive or derogatory.
- Expressing negative stereotypes of particular groups eg. "Married women shouldn't be working".
- Judging someone on their political or religious beliefs rather than their work performance.
- Using stereotypes or assumptions to guide decision-making about a person's career.
- Undermining a person's authority or work performance because you dislike one of their personal characteristics.

Indirect Discrimination occurs if a person imposes, or proposes to impose an unreasonable requirement, condition or practice with which someone with a particular attribute cannot comply and with which a higher proportion of people without that attribute do or can comply.

Harassment

Harassment is broadly defined as any form of behaviour (physical, visual, verbal) that is not wanted or not asked for that puts someone down or offends, insults, humiliates or intimidates someone on the basis of a prohibited ground.

Sexual harassment involves unwelcome behaviour of a specifically sexual nature is any form of sexual attention that is unwelcome, for example

- Subjection of another person to an unsolicited act of physical intimacy
- Making an unsolicited demand (directly or by implication) for sexual favours from the other person
- Making a remark with sexual connotations relating to another person
- Engaging in any other unwelcome conduct of a sexual nature relating to the other person

Employees may not always realise that their behaviour constitutes sexual harassment, but they must recognise that what is acceptable to one (1) person may not always be acceptable to another.

Sexual harassment does not have to be repeated to constitute a case of harassment. A single instance may in fact be enough to substantiate a claim. This depends on the perceived seriousness of the case.

Workplace bullying is the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable or inappropriate.

16.Final word

Thank you for choosing BROWNS professional and we look forward to meeting your training needs.



Richard Brown
Managing Director
BROWNS Professional