

# STUDENT HANDBOOK

A guide to assist students through their studies.

BRENT / STREET

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10.0	11.03.2021	Active	<ul style="list-style-type: none"> <li>Update content include support, fees &amp; refund policy and procedure, BSA years &amp; QCE/HSC, removal of outdated content.</li> <li>New contact email for enrolments/enquiries &amp; complaints contact/processing.</li> </ul>
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# WELCOME

On behalf of all staff and students, I would like to welcome you to Brent Street.

Brent Street is more than one, more than one hundred, Brent Street is thousands of people who have come together over three decades to create the most inspiring, nurturing and professional performing arts training centre in Australia.

It fills me with pride to see that most professional musical theatre productions and commercial dance performances feature Brent Street graduates.

I look forward to you taking the leap with Brent Street and helping you achieve your goals.

**Lucas Newland, Managing & Creative Director**

## USING THE STUDENT HANDBOOK

This Student Handbook has been designed to provide you with an easy reference guide to Brent Street's policies and procedures relevant to your enrolment.

The information contained in this Student Handbook has been divided into five sections. Each section aims to help prospective and current students make informed decisions about their enrolment, understand their rights and responsibilities and learn more about our organisation.

The Student Handbook is best read in conjunction with your Course Prospectus, Course Outline, our Policies and Procedures and any other pre-enrolment information provided.

If you have any questions or require additional information on any aspect of their enrolment not covered in this Student Handbook, we encourage you to contact us.

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# SECTION - 1 ABOUT BRENT STREET



## WHO WE ARE

Brent Street is Australia's leading training ground for those seeking a career in the performing arts industry.

We are an approved Registered Training Organisation (RTO ID: 91488) by the Australian Skills Quality Authority (ASQA) to deliver and assess nationally recognised training.

Refer to <http://training.gov.au/Organisation/Details/91488> to access Brent Street's scope of registration.

Brent Street is a place where incredible things happen for passionate and hard-working performers. For over 30 years Brent Street has been a leader in performance arts, training countless working professionals across all genres of the industry.

## OUR STAFF

Brent Street has a commitment to providing its clients with high-quality performing arts training that meets the expectations and requirements of industry and government (where it is a nationally recognised qualification). To do this, Brent Street ensures our teachers have the right experience, skill, knowledge, and where relevant qualification(s) required to support and deliver qualifications/courses that are relevant, educationally sound and focused on our customers.

Brent Street has an expectation that to deliver high quality training our teachers must undertake a variety of activities in their industry specific area to maintain and develop their industry currency.

Examples of activities that our teachers may participate in include but are not limited to:

- Regular exposure to performances in Australian and abroad,
- Participation in industry relevant professional development activities,
- Participation in networks and/or attend industry related conferences,
- Completion of accredited and/or non-accredited training,
- Self-directed learning activities e.g. reading journal or on-line articles or
- Participation in validation/moderation activities.

By participating in a variety of professional development activities each year, teachers are able to maintain, upgrade or develop how they deliver and/or assess their courses.

## WHAT STUDENTS CAN EXPECT FROM US

Students can expect from Brent Street:

- High quality training and assessment that recognises their individual needs and learning styles,
- Training and assessment that complies with the Standards for Registered Training Organisations (RTOs) 2015 and the issuance of the AQF certification documentation,
- Access to all Brent Street training programs and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- Qualified and industry relevant trainers and assessors,
- A healthy and safe learning environment free of any form of harassment, discrimination, drugs and alcohol,
- Privacy, confidentiality, and secure storage of student records,
- Access to their personal records upon submission of a written letter to Brent Street,
- Access to recognition of prior skills and knowledge processes and
- Scaffolded training and assessment in a fair and supportive environment.

## OUR PROGRAMS

All Brent Street programs are continually developed, reviewed and evaluated to ensure that they are compliant, of high quality and meet industry and where relevant training package requirements.

The staff at Brent Street are working professionals and will no doubt become key influences in your performance careers. The team will challenge you to refine your strengths and develop your weaknesses. Mentoring, inspiring and challenging each student to be the best they can be in an ever competitive and changing industry.

Brent Street prides itself on being the most industry connected institution of its kind. As a Registered Training Organisation, our courses are continually evolving to meet the demands of the industry, providing you the best grounding for your future in the performing arts.

Our programs are regularly reviewed according to feedback received from industry to meet the ever changing creative arts environment. All Vocational Qualifications are monitored according to the Standards for Registered Training Organisations (RTOs) 2015.

## BRENT STREET'S FULL-TIME VOCATIONAL COURSES

As a Registered Training Organisation (RTO) we are:

- Legally required to comply with the Standards for Registered Training Organisations (RTOs) 2015, the National Vocational Education and Training Act 2011, Data Revision Requirements 2012, the Privacy Act 1988 and the Student Identifiers Act 2014 as well as all other relevant State and Commonwealth legislation and regulation; and
- Audited by ASQA to ensure our service, product and processes are of the highest quality and consistently meet the needs of our students and industry partners. If students would like to obtain more information about ASQA, they can visit the ASQA website [www.asqa.gov.au](http://www.asqa.gov.au) or phone the ASQA information line on 1300 701 801

All students enrolled with Brent Street in nationally recognised training must meet the assessment requirements in order to be issued appropriate certification. Refer to specific Course Outlines for course content and duration details.

## HOW WE SUPPORT OUR STUDENT'S LEARNING

Brent Street is committed to assisting students to complete their qualification/course by providing them with the specialised support required to meet their individual needs.

All students enrolled with Brent Street complete a Language Literacy and Numeracy assessment, where their special needs and additional support requirements are identified and discussed with the student. Where it is identified a student needs support, the RTO Compliance Manager and Course Co-ordinator discuss options with the student to identify how to best meet their needs.

Brent Street provides a weekly study group session after class where students work under the supervision of a tutor.

Where Brent Street cannot provide the specialised support required by the student, Brent Street will, with the students consent, refer the student to relevant specialised service(s). For more information, refer to our 'Special Needs and Additional Support Requirements Flowchart' saved on our website.

To optimise the student's ability to complete their qualification/course and where it is agreed support is required, an 'Individualised Learning and Assessment Plan' (ILAP) will be developed by the Course Co-ordinator in partnership with the student. Whilst ideally the ILAP plan is completed prior to the student's commencement, it can, depending on the student's needs, be developed and implemented at any point throughout their enrolment.

# BRENT STREET ACADEMY

The Academy is a full-time 'Performing Arts' and 'Academic' program for school aged students in academic years 8, 9, 10, 11 and 12. These students are more than talented; they have passion, drive and a high level of personal engagement in their performing arts training.

The Performing Arts program runs in line with NSW school terms for each year (39-40 weeks) <https://education.nsw.gov.au/public-schools/going-to-a-public-school/calendars>

The Academic program runs in line with the distance education provider's state terms for each year (39-40 weeks) <https://education.qld.gov.au/about-us/calendar/term-dates>

This intense training program has seen our graduates go on to work continuously in commercial dance, major musicals, Australian Music Theatre, West End and Broadway productions. Some of our students from the 'Academy' have gone on to be recording artists, TV presenters, choreographers and appeared in feature films, TV and World tours. Graduates have also featured in 'So You Think You Can Dance' winners, Julliard scholarship recipients, physiotherapists and lawyers.

Students enrolled in 'The Academy' for years 11 & 12, have the option to undertake a nationally recognised qualification CUA40113 Certificate IV in Dance, completed over a 2 year period, whilst completing their performance studies through Brent Street and their academic studies through a Distance Education Provider of their choice.

In the past we have worked with Brisbane School of Distance Education (BSDE); Cains Distance Ed (CDE) and TAFE. Students who choose the Vocational Qualification option must meet the Attendance and Assessment requirements in order to be issued appropriate certification.

## ACADEMIC PROGRAM

Students who wish to enrol with 'The Academy' must organise their academic enrolment with an approved distance-based school provider, in addition to enrolling in 'Brent Street Academy'. 'The Academy' students will have access to a full time Brent Street NSW Education Standards Authority (NESA) accredited teacher during their academics program.

It is important to note, Distance Education fees and charges are not included in the Brent Street Academy costs.

All fees and charges associated with the school based provider MUST be paid directly to the school based provider.

## PERFORMING ARTS PROGRAM

Students are required to attend Brent Street performing arts classes as part of the Brent Street academy program for 3 hours each day, Monday to Friday. Students enrolled in 'The Academy' will automatically be signed up to the 'Brent Street Performance Training Program' and required to attend 2 weekdays and a Saturday.

Students have access throughout the year to a variety of classes taught by teachers who are industry experts in the fields of dance, drama, singing and guest workshops.

Academy students in Year 11 & above have the option to enrol in the Vocational Qualification CUA40113 Certificate IV in Dance at a significantly reduced rate, which runs part time over two years. Students who choose this option will undertake the training and assessment for the qualification whilst simultaneously completing the 'Performing Arts' and 'Academic Program'.

- A senior statement showing all students and results achieved by the end of year 12 which contribute to the awarding of the QCE/HSC.
- A tertiary entrance statement showing the student's overall position (OP) and field positions (FP) used for determining eligibility for admission to tertiary courses.

# **SECTION - 2**

## **STUDENTS RIGHTS & RESPONSIBILITIES**



# STUDENT SELECTION & ENROLMENT

Brent Street has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

General principles that underpin our selection and enrolment processes are as follows:

- Brent Street is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.

Student selection is based on;

- The prospective student's application being fully completed;
- All required documentation being submitted, including, the student's USI;
- Qualification/course eligibility and pre-requisite requirements being met;
- Fees paid in accordance with the organisations 'Fees and Refund Policy and Procedure';
- Consent and fair conditions being read, understood, agreed to and signed.

Students are encouraged to provide feedback on their experience and through the organisations continuous improvement process. Opportunities for improvement are identified and actioned.

Students are able to make a complaint or appeal an enrolment decision as per the organisations 'Complaint and Appeals Policy and Procedure'.

Refunds where required are provided to students in accordance with the organisations 'Fees and Refund Policy and Procedure'.

For more information or to obtain a copy of Brent Street's 'Student Selection and Enrolment Policy and Procedure' you are encouraged to contact us on [enrolments@brentstreet.com.au](mailto:enrolments@brentstreet.com.au)

## UNIQUE STUDENT IDENTIFIER (USI)

All students enrolling in nationally recognised training in Australia need to have a Unique Student Identifier (USI). A Unique Student Identifier (USI) is a reference number, made up of 10 numbers and letters. A USI creates a secure On-line record of all qualifications or nationally recognised training the student has undertaken since 1 January 2015 and stays with the student for life. From 2016, students can access their records and results On-line, anytime and anywhere.

Students enrolling in a nationally recognised qualification with Brent Street must provide a copy of their USI on enrolment via the Student Enrolment Form. Note: The above information does not relate to those students enrolling in The Academy who are not enrolled in a nationally recognised qualification.

Getting a USI is free and easy and can be done in under 10 minutes. We ask that you give us permission to view your vocational transcript if you would like to apply for credit transfer.

Students can apply directly at <http://www.usi.gov.au/create-your-usi/>

Brent Street is not able to issue Australian Qualification Framework certification documentation (eg. testamur, statement of attainment, record of results) without a student supplying their USI and it being verified by Brent Street.

The verification process involves Brent Street logging into the USI Registry System and entering the students USI number, first and last name and date of birth. If the details match a 'valid' result will occur, if not an 'invalid' result will occur, and Brent Street will need to seek further clarification from the student.

For more information, please visit: [usi.gov.au](http://usi.gov.au), and download/read the pdf document 'Quick Guide'.

## PROTECTING THE RIGHTS OF OUR STUDENTS

Brent Street is committed to ensuring that the rights of our students are maintained at all times. We do this by;

- The use of ethical and accurate advertising and marketing material;
- Providing prospective students with sufficient information so that they can make an informed enrolment decision;
- Protecting any student's fees paid in advance;
- Safe guarding students personal information through a robust privacy policy and procedure and by, providing our students with access to a transparent complaints and appeals process.

If you are wanting to find out more information on how Brent Street protects the rights of our consumers, you are encouraged to download and read our '[Consumer Protection Policy and Procedure](#)' and '[Complaints and Appeals Policy and Procedure](#)' found on our website at [www.brentstreet.com.au](http://www.brentstreet.com.au).

If you would like to provide feedback or make a complaint about our service or your experience, you are encouraged to contact **Tom Redford** [tom@brentstreet.com.au](mailto:tom@brentstreet.com.au)

## CONFIDENTIALITY & PRIVACY OF PERSONAL INFORMATION

Brent Street is bound by a number of regulatory instruments relating to the collection, handling, storage and use of student data. This includes, but is not limited to, qualification/course enrolments, qualification/course results, personal information and information required for administrative purposes. Registered Training Organisations (RTOs) such as Brent Street, are required by law to collect personal student data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments; and for reporting to the National Vocational Education and Training Regulator.

All prospective and current student personal information is protected in accordance with the National Privacy Principles.

The following principles are applied;

- Brent Street only collects personal information for the purposes of enrolment;
- Where relevant, students are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising Brent Street to use/verify their USI for the purpose of their enrolment;
- Information is securely stored and only accessed by staff for the purposes of the individual's enrolment;
- Students are provided with information on how their information will be collected, used and stored prior to enrolment;
- Students complete a declaration stating that they consent to their personal information being collected and used by Brent Street, governments and other agencies for the purpose of administration and research;
- Student's personal information is not disclosed to another party without the individual's written consent;
- Students have a right to access and correct their personal information.

If students are wanting more information, you are encouraged to download a copy of our '[Privacy Policy and Procedure](#)' found on our website at [www.brentstreet.com.au](http://www.brentstreet.com.au) or visit the Office of the Australian Information Commissioner - [www.privacy.gov.au](http://www.privacy.gov.au).

## UPDATING PERSONAL INFORMATION

A student or account payer may need to update their information from time to time. This may be when there has been a legal name change (proof is required), address or contact details have changed, a change or update to emergency/welfare contact details, banking account/credit card details change or require updating it is important to let us know as soon as possible.

Please email [enrolments@brentstreet.com.au](mailto:enrolments@brentstreet.com.au) to advise of any changes. You may be asked to fill out a change of details form.

## WORK, HEALTH AND SAFETY (WHS)

Brent Street is committed to ensuring the safety and well-being of students, staff and visitors. By actively following the Workplace Health and Safety Act 2011 the organisation takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this we have processes and systems in place to ensure;

- A safe and clean working environment;
- Adequately trained staff who know how to effectively manage emergency situations and identify, control and eliminate potential risk/hazards;
- The identification of potential risk in the completion of assessment tasks and strategies to control and eliminate these risks;
- Sufficient equipment (including Personal Protective Equipment) is available and in good working order;
- Ongoing WHS monitoring reporting and documentation of risks, hazards, incidents and accidents;
- Compliance with the Building Code of Australia (BCA).

Students also have a role to play in ensuring our environment remains safe and free of hazards by ensuring that corridors are free from clutter and obstructions, alerting teachers of potential hazards or risks, complying with the Smoke-free Environment Act 2000 and knowing the evacuation procedure of their training venue.

If a student would like to raise a WHS concern, they are to speak with their Course Co-ordinator or Receptionist.

## BULLYING, HARASSMENT & DISCRIMINATION

Racial, sexual or any other kind of harassment or discrimination is against the law. Everyone has the right to be treated with respect, fairly and feel safe in the workplace emotionally and physically.

Where students believe they are being harassed or discriminated, they should speak directly with their Course Coordinator. If the problem is not resolved to the student's satisfaction, they may lodge a formal appeal with:

- Local State Training Department if the issue relates to quality of training;
- Anti-Discrimination Board if the issue relates to discrimination;
- Consumer Affairs or other bodies as considered appropriate.

Refer to Australasian Legal Information Institute [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/](http://www.austlii.edu.au/au/legis/nsw/consol_act/) and the Human Rights Commission <http://www.humanrights.gov.au/> for more information.

## DRUGS AND ALCOHOL

**Definition:** Drugs - Any illegal, recreational or non-prescriptive substances. Medication refers to medication prescribed by a doctor.

Students enrolled in Brent Street must not be placed at risk in the training environment due to the effects of their or some other person's use of alcohol, drugs or any medication. Being affected by alcohol or drugs can seriously compromise the health, safety and welfare of students and also impair an individual's ability to perform competently and professionally.

Brent Street **will not tolerate** students:

- Consuming alcohol or non-medically prescribed drugs whilst in training;
- Being affected by alcohol or drugs (illegal or medically prescribed) in the sense that their ability to learn safely, competently and professionally is impaired;
- Bringing any illegal drugs into the training environment at any time;
- Keeping, consuming, manufacturing, dealing with or administering any illegal drugs in the training environment at any time;

It is **not an offence** for students to:

- Bring into the training environment drugs for which that persons has a specific medical prescription;
- Smoke tobacco products at times and places designated by Brent Street.

If a student is aware of any incident involving alcohol or drugs they must immediately notify their Course Coordinator. If the any staff is under the influence of alcohol or drugs, they must immediately notify the Managing and Creative Director at Brent Street.

# MAKING A COMPLAINT OR APPEAL

Brent Street understands that from time to time students may wish to make a complaint about an aspect of service delivery or may choose to appeal an assessment decision or process that they feel is unfair. Our organisation welcomes such feedback as it provides valuable information that can be used to meet the needs of our students and improve the delivery of our service.

## LODGING PROCESS OF A COMPLAINT OR APPEAL

### Informal Complaint

In the interest of effective, early resolution. Staff, students or third parties are encouraged to raise their complaint/appeal with the relevant person, or in the case of students, they are requested to speak with their Course Co-ordinator as soon as a grievance arises. Our Course Co-ordinators are approachable and experienced in assisting students resolve issues at an informal level to ensure the complainant or appellant has a positive experience working toward a mutually acceptable and reasonable outcome.

### Formal Complaint

If the complaint/appeal remains unresolved at a local level, staff, students or third parties are to escalate their complaint or appeal to the Operations & Production Manager by writing an email or a letter outlining the type and the cause of their grievance to:

Operations & Production Manager, Tom Redford  
Email: [tom@brentstreet.com.au](mailto:tom@brentstreet.com.au)

See 'Complaints Policy and Procedure' for more information.

To ensure the finalisation of results, students are asked to lodge an appeal within 28 working days of the unfavourable assessment decision being made.

### Acknowledgement of Complaint/Appeal

Within 7 working days of receiving a formal complaint/appeal the Operations & Production Manager will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

### Investigation/Moderation

A comprehensive and objective investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an appeal the student's assessment task(s) are reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of the student's appeal.

### Continuous Improvement

Continuous Improvement (CI) is used across all areas of our product and service delivery to monitor, review and evaluate information from feedback mechanisms so we continually improve the quality of business and service operations. Where an investigation or moderation activity identifies opportunities for improvement, these are actioned through the organisation's continuous improvement process. You are encouraged to contact us (*details provided on the at the front of this book*) if you have any feedback, complaints, queries or suggestions.

### Outcome Notification

To ensure a fair and objective process, the decision maker is always independent of the decision being reviewed. Appellants have their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision, the student will be offered a reassessment opportunity. If however, the moderation activity disagrees with the initial outcome, the student's assessment result will be changed. The complainant/appellant is notified in writing of the outcome of their complaint (outcome notification) within 10 working days from the date the complaint was initially received.

Where the organisation considers more than 60 calendar days are required to process and finalise the 'complaint/appeal', they will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matters. If students are wanting more information, you are encouraged to download and read our '[Complaints and Appeals Policy and Procedure](#)' found on our website at [www.brentstreet.com.au](http://www.brentstreet.com.au).

### **Independent Review**

If the complainant/appellant is dissatisfied with the outcome of their 'complaint/appeal', they can ask for their case to be reviewed by an independent party.

This review will occur within 14 working days of the date of outcome notification. In these instances, Brent Street will organise for an independent party to review the complaint and where required mediate resolution.

If after the independent review the complainant/appellant is still dissatisfied with the outcome of their 'complaint/appeal', they are able to lodge a complaint with their local state and territory consumer protection agency, Australian Competition and Consumer Commission or Industry ombudsmen.

If the cause of the complaint is around nationally recognised training, the student can make a complaint to the Australian Skills Quality Authority. Further information can be found on [asqa.gov.au](http://asqa.gov.au).

If the cause of the complaint is around the collection, use, disclosure or storage of personal information, the student can make a complaint to the Office of the Australian Information Commissioner.

Further information can be found on [www.oaic.gov.au](http://www.oaic.gov.au).

### **Documentation and Record Keeping**

All complaints and appeals (informal and formal) are recorded in the organisations Complaints and Appeals Register. The register and all other associated documentation is securely stored (electronically) for a period of 30 years.

### **Monitoring**

The Operations & Production Manager monitors the complaints and appeals process to ensure that required time-frames are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its consumers.

The Managing and Creative Director is made aware of all formal complaints and appeals and the outcomes of those complaints/appeals.

If students are wanting more information, you are encouraged to download a copy of our '[Complaints and Appeals Policy and Procedure](#)' found on our website at [www.brentstreet.com.au](http://www.brentstreet.com.au).

# COURSE DEFERMENT AND WITHDRAWAL

Brent Street understands that throughout a student’s enrolment, problems or issues may arise that may impact their ability to keep up with the workload of their qualification/course, attend class or where relevant, complete their assessment tasks on time.

Brent Street Course Co-ordinators monitor the progress of students throughout their the course. Students who have not demonstrated participation and/or attendance in their course will be contacted to discuss their options including deferring or withdrawing from their studies.

If you find that you have an issue or a problem that is impacting on your ability to complete your qualification/course, we would strongly encourage you to speak to your Course Co-ordinator before you decide to disengage from your studies.

Any student wishing to withdraw or defer their course must apply in writing to enrolments@brentstreet.com.au before disengaging from their course, where they will be sent the **Course Withdrawal/Deferment Form** for completion and return for processing to the same email address.

Please ensure you read the ‘Fees and Refund Policy and Procedure’ available on the website prior to withdrawal or deferment to be clear of any fees that may apply.

## DEFERMENT

Students who wish to defer their enrolment in a course, must email Brent Street clearly stating:

- The reason why the deferment is requested,
- The period of time requested to defer; and
- Where relevant, attach the official documentation which supports the reasons for requesting the deferment

Brent Street reviews each request on a case by case basis considering:

- The individual’s circumstances
- The time requested; and
- The student’s progress in the course

Students will be notified in writing, of the outcome of their deferment application within 7 working days of receipt of form.

Where approval for deferment has been granted by Brent Street, students are still liable to pay FULL course fees.

Please note that no refunds will be given under any circumstance.

In the rare occurrence where the student wishes to request deferment of a period greater than 12-months, supporting documentation is required to process this request.

If approved by Brent Street, the student is required to:

- Pay FULL course fees associated with the course they deferred from;
- Re-audition for the qualification/course they wish to enrol into and pay all associated fees for this course (regardless of whether it is the same course as the one they deferred from).

All related correspondence will be stored in the student’s file.

## WITHDRAWAL

Students who withdraw from a qualification prior to completing the course will be given recognition for any units satisfactory completed up to the date of withdrawal, provided all course fees due are paid as specified below.

Students who withdraw without following the correct process will be liable to pay FULL course fees.

The following charges apply to course fees when withdrawing at different stages of a course:

Action	28 days or less before Course Start Date	Before Start of Term 2	Before Start of Term 3	After Start of Term 3
Cost	\$1000.00 Bond Payment	\$1000.00 Bond Payment AND all course fees up to the date of withdrawal.	\$1000.00 Bond Payment AND all course fees up to the end of Term 3	\$1000.00 Bond Payment AND Full Course Fees.

## FEES & EXPENSES

Brent Street Pty Ltd charges students in accordance with comparable market prices, fees for all qualifications/courses on their scope of registration. Commercial course fees are determined based on the programs duration, delivery method, resource requirements and commercial viability.

The Managing and Creative Director, is responsible for determining all fees and charges, which are reviewed annually. Qualification/Course fees are inclusive of tuition, learning resources, administration and enrolment processing fees. Your bond payment does not deduct from course fees, it is only refunded upon completion of the full course.

Additional expenses are applicable to each course this may include your Graduation Pack (headshots, professional show footage, professional show photos, graduation costume hire, end of year party) and additional learning material throughout the course. Please refer to your course outline for specific information.

Additional expenses are paid via payment links, rather than in the course fees. We aim to give students at least 6 weeks' notice of additional expenses before they fall due. Please note, this amount may vary due to supplier fluctuations.

Students are provided with a 'Course Prospectus' and 'Course Outline' upon enrolment enquiry, advising the course fee and payment schedule, as well as the amount required to pay a bond to secure placement in the course.

Students are also given access to this 'Student Handbook' and the 'Fees and Refund Policy and Procedure' detailing possible additional fees and charges and refund information. The Student Handbook and Fees and Refund Policy and Procedure are available on our website [www.brentstreet.com.au](http://www.brentstreet.com.au)

Brent Street do not initiate contracts over the phone such as a telemarketing call or at a location other than the Brent's Street place of business (for example, a door-to-door sale or being approached in a public place such as a shopping centre) therefore under the Australian Consumer Laws, a 10 day cooling-off period is not relevant.

Marketing and advertising quality assurance mechanisms and internal audit processes ensure all fees and charges are transparent and students are able to make an informed decision without risk of hidden fees and charges.

## SCHOLARSHIP RECIPIENTS

Special conditions apply to scholarship recipients. Where a student has accepted a scholarship and chooses to withdraw from their course, they must give Brent Street 30 days' notice in writing of their request to withdrawal (conditions apply).

Withdrawal from course will terminate the Scholarship Agreement and the student is liable for the value of the scholarship and unpaid course fees up to the date of withdrawal according to conditions set out in the 'Fees and Refund Policy and Procedure'.

## FEE PROTECTION STRATEGY

In accordance with the Standards for Registered Training Organisations 2015; Brent Street does not accept payment of more than \$1500.00 from each individual student prior to the commencement of their qualification/course no matter how these fees are collected. In cases where fees are greater than \$1500.00 students are placed on a repayment plan over the term of their enrolment. At no point in time are students invoiced an amount greater than \$1500.00.

Brent Street guarantees to honour its commitment of all fees outlined in marketing material and to provide high quality education services to its students.

## PAYMENT OF FEES

Fees are to be paid by credit card or direct debit according to the fee schedule. Fees paid are documented in the financial accounts where reconciliation occurs.

Students are asked to sign a declaration on the Student Enrolment Form confirming that they have been provided with sufficient, relevant information in which to make an informed enrolment decision.

## PAYMENT TERMS

Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of an award until the outstanding fees have been paid. Brent Street uses the assistance of debt collection agencies to retrieve outstanding fees greater than 120 days. Where training discontinuation or a delay in the issuing of an award is likely, students will be informed of their rights and responsibilities. Brent Street retains all evidence of fees collected in the financial accounts and all attempts to recover outstanding fees are kept on the students file.

Students are encouraged to download and read a copy of our "Fees and Refund Policy and Procedure" found on our website at [www.brentstreet.com.au](http://www.brentstreet.com.au)

## ADDITIONAL FEES & CHARGES

FEE TYPE	DESCRIPTION	COST
Showcase Pack*	Professional video footage, costume hire & alterations, end of year party, graduation ceremony & photographs	\$300.00**
Head Shot	1 high resolution jpeg headshot photoshop edited with the option to purchase additional shots (additional \$50 per image).	\$70.00
(+additional shots)	Non-refundable eligibility fee for Recognition of Prior Learning per unit. Note: where the student is found to be eligible to apply for RPL, this fee comes off their RPL course fees.	\$150.00
Re-assessment fee	Administration fee for 3rd and subsequent re-assessments per assessment task	\$75.00
Dishonoured payment fees	Administrative fee for dishonoured payment transactions.	\$75.00
Fees are per dishonoured transaction.	\$2.00	\$75.00
Locker Key Replacement	Replacement of a student's locker key	\$30.00
Certificate Re-issue	Request for Testamur or Statement of Attainment	\$30.00
Transcript Re-issue	Request for Record of Results	\$30.00
Recognition of Prior Learning Eligibility Fee	Non-refundable eligibility fee for Recognition of Prior Learning per unit. Note: Where the student is found to be eligible to apply for RPL, this fee comes off their RPL course fees.	\$150.00
Recognition of Prior Learning Assessment Fee	Assessment fee for Recognition of Prior Learning per unit	\$300.00

\*Compulsory end of year additional expenses.

\*\*price may vary due to supplier fluctuations.

## FINANCIAL SUPPORT

**Brent Street RTO is NOT an approved provider for VET Student Loans (VSL).**

Approval as a VET Student Loans (VAL) provider is a requirement for many Government Financial Support programs.

The Department of Employment, Skills, Small and Family Business determines courses that are eligible for funding.

My Skills website is an Australian Government initiative to ensure training consumers have access to current, straightforward, independent and trustworthy Information to help them make choices about their training options. As the national directory of vocational education and training (VET) organisations and courses, My Skills strives to improve the quality and accessibility of information available for VET consumers and provides the ability to search for, and compare, VET courses and training providers.

The My Skills website lists approved courses and approved providers, your individual circumstances and chosen course may influence your eligibility for financial support.

Please find information relating to your situation on the Government's website.

Further information relevant to your individual situation can be obtained by contacting the Department of Employment, Skills, Small and Family Business via their website

<https://www.employment.gov.au/information-students>

# REFUNDS

## **BOND PAYMENT: Not part of any course fee**

The Bond Payment is only refundable to the payer's specified account once ALL following conditions have been met:

- The student has completed their course of study (which is not dependent upon course outcome),
- There are no outstanding course fee payments,
- The locker key is returned to the Enrolment Co-ordinator and
- All costumes are returned in a cleaned and undamaged state.

## **COURSE FEES: Tuition costs for course**

The student is only eligible to receive a refund on pre-paid course fees only if:

- Overpayment has occurred, the overpaid portion of the course fees will be refunded.
- The student withdraws in writing 28 days or more prior to the course start date, the \$500.00 first tuition payment will be refunded.
- The course or qualification has been cancelled by Brent Street prior to start of course, the Bond & any Course Fees will be refunded.
- If a course or qualification is cancelled after start date, the unused portion of the course fees will be refunded.

Students will be notified in writing of the outcome of their application within 14 working days of their Course Withdrawal/Deferment Form receipt. For those students granted a refund, money will be transferred into the nominated bank account within 30 calendar days. Outcomes of refund requests are documented in the student file.

Students are encouraged to download and read a copy of our 'Fees and Refund Policy and Procedure' found at [www.brentstreet.com.au](http://www.brentstreet.com.au)

# CEASING OPERATIONS

Where students are enrolled with Brent Street in a nationally recognised qualification, in the unlikely event that Brent Street ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 Brent Street will;

- Notify all students within a reasonable period of time that our training organisation is ceasing to operate and what date this will take effect.
- Where applicable, provide students with a Statement of Attainment for all units successfully completed and deemed 'Competent'.
- Provide students with information on an alternative training provider in which to transfer their enrolment.
- Work with the replacement training provider to transfer the students enrolment, providing all relevant documentation to assist in a successful and seamless enrolment transition.
- Where relevant notify the relevant State Education Department.
- Send all relevant records and awards to the Australian Skills Quality Authority and where required State Education Department (all records will be stored in accordance with legislative and contractual requirements).

# WHAT WE EXPECT FROM STUDENTS

## PARTICIPATION

Preparation is key to successful outcomes and adult education (VET) prepares you for the working world. You are expected to manage your personal schedule to maintain a steady study plan, being disciplined to prioritise on-line study time so you can submit your assessments by the due date.

*As a guide, to complete Diploma level assessment tasks, we recommend you schedule 2 hours of on-line study each week during term.*

## ATTENDANCE

Attendance at Brent Street is highly important as it provides students with the practical application and theory required to complete their qualification/course. We design our courses to align to Industry Expectations, this includes checking your schedule early, arriving on time (*or better to be early*), with all required equipment (inc. practical & technology ready for use) and stay for the full day.

Students are expected to attend every class, every day for the course in which the student is enrolled in.

Where a student is found to be late to class or leaves early, they will be spoken to by the Course Co-ordinator and given a warning. After 3 warnings, Brent Street reserves the right to withdraw the student from the qualification/course.

### The following circumstances will be considered reasonable grounds for absences

**Illness** – It is reasonable that a student may be absent from class when they are genuinely too ill to attend.

If the absenteeism is to be more than 10 consecutive days, the student must apply to Brent Street, in writing, for an exemption to their class(s). Brent Street will discuss the circumstances with the student and decide to:

- Grant an exemption without conditions, or
- Grant an exemption with conditions, or
- Grant an exemption for a lesser period than applied for or the full period applied for, or
- Refuse to grant an exemption.

**Medical appointments** – Students are encouraged to make all medical appointments outside of class hours.

Where this is not possible, they must limit this to 4 a year. Physiotherapy or remedial health appointments must be made outside course hours. We suggest that students use our recommended dance physiotherapist to maintain continual progression, Brent Street has arranged student discounted treatments with our preferred physiotherapist who will be available in house on a regular basis after college hours.

**Religious observance** – In some circumstances it may be reasonable for a student to be absent to participate in a special religious observance. Please provide advanced notice to your Course Coordinator.

**Funeral** – Attendance at a funeral is considered a reasonable excuse for absence. There may also be circumstances where a student is away from class due to grief for a close family member.

**Infectious or contagious disease** – It is a reasonable excuse for a student to be absent from class if the student is, or is a member of a class of persons, that is subject to a direction or order given about an infectious or contagious disease or condition.

**Auditions** – Students are encouraged to schedule audition times outside of class. Where this cannot occur, the student must apply to Brent Street, in writing, for an exemption to their qualification/course. Brent Street will discuss the circumstances with the student and decide to:

- Grant an exemption without conditions, or
- Grant an exemption with conditions, or
- Refuse to grant an exemption.

**Legal** – It is a reasonable excuse for a student to be absent from a class(s) where the student is required to attend court or fulfill other legal requirements.

Where a student is absent, the student or parent/guardian is expected to notify Brent Street before 8:45 am on the day they are absent by either phoning reception on 02 8323 6666 or emailing [reception@brentstreet.com.au](mailto:reception@brentstreet.com.au)

On all occasions of absenteeism students must provide to Brent Street, within 2 days or more of the absenteeism, a written explanation note containing the students name, date(s) of absences(s) and reason for absence(s) or a detailed Medical Certificate. Where students are absent for 2 or more days a Medical Certificate is compulsory.

**Absenteeism outside of these periods and or 10 days or more throughout the qualification/course can result in the student being withdrawn from the qualification/course with no refund of monies paid and enforcement of collection of any outstanding fees. This decision is at the discretion of Brent Street.**

# CODE OF CONDUCT

## Students are required to:

- Notify Brent Street of any changes to their personal details such as name, address or change to personal circumstances;
- Students are required to attend every class, every day for the qualification/course in which the student is enrolled in;
- Dress appropriately when coming to and leaving Brent Street bearing in mind that what is acceptable within a performing arts environment may not be acceptable outside of Brent Street;
- Arrive on time for roll call which will commence promptly at 8:45 and for all class sessions;
- Be in the appropriate attire for each specific class with all necessary equipment e.g. hair should be neat and appropriate to industry standards and genre; minimal jewellery worn such as studs/sleepers; boys are to be clean shaven;
- Actively participate at all class sessions;
- Not eat, drink (other than water) or chew gum in the classrooms, studios or reception area at any time;
- Not smoke, consume alcohol or take illegal drugs of any kind whilst attending Brent Street;
- Make every attempt to prepare, undertake and hand in the assessments tasks on time as advised by their Course Coordinator. *Note: where assessments are not up to date, the Course Co-ordinator may pull the student out of performing art classes until the work is complete;*
- Keep all their belongings in their lockers. *Note: Brent Street does not take responsibility for any lost/stolen item;*
- Seek permission from their teachers to use their mobile phone in class only for the purpose of recording; sessions. *Note: mobile phones are not to be used in class other than for this purpose;*
- Respect the decisions of all teachers and staff. *If you would like a decision reviewed please refer to the complaint and appeal policy and procedure (also outlined on pages 11 & 12 of this handbook);*
- Listen and respond to instructions from their teachers;
- Treat other students and teachers with respect and kindness;
- Immediately raise Workplace Health and Safety issues with their teacher or reception;
- Respect Brent Street and keep the studio clean and tidy at all times;
- Keep lines of communication open with all parties involved and speak up if they are worried or concerned;
- Bring laptops, and chargers to Brent Street fully charged each day.

*Note: this relates to Academy students only unless students are otherwise advised. Full time students should bring their laptop to work on tasks during theory classes, for study support sessions, if they have an extended break between sessions or if they are injured & able to attend.*

## LOCKERS

Students enrolled with Brent Street will be allocated a locker and issued a key at the start of their qualification/course. There is no deposit required however if a student loses their key they will be required to pay a replacement fee. Refer to the Fees section within this handbook for the key replacement cost.

Where a student forgets their key, it is possible to access the locker by asking their teacher or receptionist to open the locker for them. Brent Street recognises that this may occur from time to time however this should not be a frequent occurrence. Students who frequently forget their key and ask for the locker to be opened will need to purchase a replacement key through the enrolment officer.

The locker is large enough to store valuable items including a laptop, wallet, phone, clothing and shoes. Laptops, valuables and other goods cannot be left in any academic classroom or studio as these are a shared space.

**Please note that Brent Street is not responsible for any items left unattended.**

# **SECTION - 3**

## **RECOGNISING YOUR PREVIOUS STUDIES & EXPERIENCE**

**BRENT / STREET**

## RECOGNITION OF PREVIOUS LEARNING

Brent Street has a commitment to providing students with opportunities to have their existing skills and knowledge (regardless of how they were acquired i.e. both formal and informal learning) recognised towards the achievement of a nationally recognised qualification or statement of attainment. This process is called Recognition of Prior Learning or RPL.

Students can apply for RPL for a whole qualification or for particular unit(s) of competence where they are enrolling in a nationally recognised qualification. If a student would like to apply for RPL they will be provided with a self-assessment tool and an opportunity to meet with Brent Street to discuss and assess their suitability for this assessment only pathway.

The fee structure for RPL is outlined under the FEES section of this handbook.

If after an initial conversation, they decide that they would like to undertake a recognition of prior learning assessment, a Course Co-ordinator will contact them to discuss the recognition process and their RPL kit. This conversation is called a “professional discussion” and may include a series of questions or a general discussion on specific topics. At this meeting the Course Co-ordinator will also confirm the selection of units for their qualification and develop their plan for assessment.

The next step in the process is for students to collect evidence for each unit of competence that they are applying for RPL. Evidence can be collected in a variety of ways including verbal questioning, observation/ skills tests, third party reports, providing audio visual evidence, work samples. The students Course Co-ordinator and the RPL Kit will provide some suggestions on what and how much is to be collected.

Once students have submitted their evidence their Course Co-ordinator will review the evidence submitted against the unit of competence and qualification requirements. The Course Co-ordinator may need to contact students to ask further questions, seek clarification and request additional evidence.

Throughout the recognition process the Course Co-ordinator will provide students with, guidance, support and feedback.

If a student would like to apply for Recognition of Prior Learning, they are encouraged to contact us (details provided at the front of this book). The costs of the RPL process is payable regardless of outcome.

## CREDIT TRANSFER

Brent Street has a commitment to ensuring that students do not repeat any unit of competence in which they have previously been deemed “Competent” under Australia’s National Quality Framework. In accordance with the Standards for Registered Training Organisation RTOs 2015, Brent Street accepts and provides credit to students for units where authenticated AQF certification documentation is the same or equivalent.

Where a student has completed a unit of competence which has a different title or code from the one where credit is sought, Brent Street will establish equivalency either by confirming equivalence on the National Register or by using mapping documents contained within the training package.

To apply for Credit Transfer, students are required to speak with Brent Street, prior to enrolling in the qualification/course, and complete a **Credit Transfer Application Form**. Students can only apply for credit transfer for units that are linked to their enrolment and where Brent Street is approved to deliver and assess.

Students who apply for credit transfer are notified of the outcome of their application within 7 working days. Where it is expected that an application may take longer than expected, students are advised of the reason for the delay.

Where a student has been granted a credited unit, they will not be reassessed. They may choose to join their organised session. Alternatively, they will be able to join an alternative skill development class to further enhance and refine their skills and knowledge in consultation with their Course Coordinator.

# SECTION - 4

## ASSESSMENT PROCEDURES

# ASSESSMENT PROCEDURE

**Note: The information below does not relate to those students enrolling in Brent Streets Academy who are not enrolled in a nationally recognised qualification.**

Brent Street understands that throughout a student's enrolment, problems or issues may arise that may impact on their ability to attend class, complete their assessment tasks on time or keep up with the workload. If this is the case, we are committed to helping students explore and find possible solutions that may help them complete their qualification. If a student has an issue or a problem that is impacting on their ability to complete their qualification, we would strongly encourage them to speak to their Course Co-ordinator before they decide to disengage from their studies.

Brent Street understands that its assessment practices are the final stage in confirming that its students have the skills and knowledge required to undertake a particular task to the standards outlined in the training package. For a student to demonstrate they have the skills and knowledge required of the of the unit and qualification they are enrolled in, they will be required to submit a series of assessment tasks.

Assessment tasks will vary depending on the delivery method and program that a student is enrolled in. Examples of common assessment methods include observation or simulation of a particular skill, written responses, journal writing, projects and the collection of work samples. Students are provided with detailed instructions on how to complete each assessment task, the task's submission date and how they are to submit each task for assessment.

Students with a disability or an additional support requirement have the opportunity for an individualised or adjusted plan of assessment to be developed. This adjusted plan of assessment is often referred to as 'reasonable adjustment'. Examples of reasonable adjustment may include but are not limited to; accessible classrooms, note taking support, course materials in alternate formats, alternative assessment tasks or the use of assistive technology. If a student has a disability or an additional support requirement they are required to discuss their needs with their Course Co-ordinator so that a plan for reasonable adjustment can be developed and implemented.

To adequately prepare for each assessment tasks students must ensure that they have read all of the assessment instructions, clarified any areas they are unsure of with their Course Co-ordinator; and discussed with their Course Co-ordinator any factors that could influence their ability to successfully complete the task. A study plan is another great way for students to ensure that they have enough time to prepare and/or complete the task by the scheduled dates. Students can ask their Course Co-ordinator to help them develop a study plan.

For each assessment task that students complete (such as projects, journal etc.) students are required to keep a copy of their assessment tasks and associated documentation as evidence submitted for assessment purposes will not be returned, and if lost or misplaced, it is their responsibility to provide a further copy.

Students are provided with detailed feedback related to their performance. For each assessment task completed students will receive a 'Satisfactory' or 'Not Satisfactory' result. When all assessment tasks have been submitted for a unit of competence students will receive either a 'Competent' or 'Not Competent' result. Students must successfully complete each and every assessment task in order to be deemed "Competent".

Students have the opportunity to be assessed twice without incurring additional fees. A third assessment may be granted, at the discretion of the Course Co-ordinator and RTO Compliance Manager, however will incur an additional fee of \$75.00 per task.

Refer to our Fees and Refund Policy and Procedure, saved on our website, for more information.

Where re-assessment of a task is required, the need for more training is identified, students are provided with detailed feedback, and a plan for reassessment is developed.

Failure to undertake the following will result in a "Not Satisfactory" result:

- Submit your assessment task on the due date
- Submit ALL the requirements of the assessment task
- Submit written documentation to support your non-attendance at class (as detailed under "Attendance")

Assessment outcomes are recorded in the student management system and are available for a 30-year period. Assessment evidence is kept for a minimum of 6 months. Assessment evidence is securely destroyed/deleted at the end of the retention period.

For more information or to obtain a copy of Brent Street's '[Complaints and Appeals Policy and Procedure](#)' and '[Fees and Refund Policy and Procedure](#)', you are encouraged to download and read these policies found on our website at [www.brentstreet.com.au](http://www.brentstreet.com.au).

# ASSESSMENT SUBMISSIONS

The following information defines the term 'assessment submission attempt'. It is up to the student to manage their workload to ensure their submissions are in on or before the due date.

If, for any reason you require an extension to an assessment due date, you must apply for an extension (up to 1 week) in writing to your Course Co-ordinator BEFORE the due date. Any student requiring additional support to complete their task must contact their Course Co-ordinator at least 1 week before the due date.

**NOTE:** If an assessment is not submitted by the due date (without an approved extension by the Course Co-ordinator) the task will be deemed '**NOT SATISFACTORY**' for a 1st submission attempt.

All assessments submitted on Google Classroom must be checked by the student that the document uploads with all content visible to the assessor for marking.

If a student is absent due to illness and misses an assessment, they must provide a medical certificate for the date of the assessment. In this circumstances, you can be rescheduled you 1st attempt. It is up to the student to organise reassessment directly with their Course Co-ordinator upon their return to Brent Street.

**Assessment tasks must be completed at least 1 month prior to the end of Term 4.**

The following framework applies to assessment attempt submissions:

- **1st Submission Attempt:** Assessment received by the due date. For practical assessments this is the scheduled date of each practical assessment.
- **2nd Submission Attempt:** Due within 2 weeks of result date. Resubmission of corrected task or submission of task due to missed due date. If 2nd attempt not received within 2 weeks of marking date or marked not satisfactory by your assessor, you may request a 3rd attempt.

There is a \$75 task fee for each 3rd attempt submissions as outlined in the Additional Fees and Charges table.

- **3rd Submission Attempt:** Due within 2 weeks of 2nd submission due date.
- Payment must be made prior to marking.

# CHEATING AND PLAGIARISMS

## DEFINITION

- Cheating—breaking rules to gain personal advantage
- Plagiarism—the act of taking or copying another person's ideas, language or written work and claiming it as your own

A great way for students to learn is to research information via the web, books or other sources. It is important for students to remember if they are using any information from these sources, even if they are putting the information into their own words, that they acknowledge the author for their works. They do this by writing:

- The person who wrote the article (the author)
- The title of the article
- The date the article was published

As an example: Jones, Fay M. "Childcare in nature" 2002

Students can visit the following website if they would like further information on plagiarism <http://www.plagiarism.org/plagiarism-101/prevention/>

Where a student is suspected of plagiarism or cheating the student will be provided with the opportunity to put their case forward to the RTO Compliance Manager.

A discussion will occur between the RTO Compliance Manager and Course Co-ordinator to determine actions to be taken. Where a student does not agree with the decision made, they can follow the Complaint Procedure.

If Brent Street determines there is cause to check if the content being submitted is authentic, the content will be submitted to the following website for confirmation—Grammarly: <http://ed.grammarly.com/editor/view/?f=1>

If it is determined that a student has plagiarised or cheated:

- They may be provided with the opportunity to re-do the work
- They may be given additional work to do that covers the topic they plagiarised;
- They may sit a verbal assessment with the RTO Compliance Manager;
- They may be removed from the qualification/course;
- Other actions or legal consequences may be determined

Students are advised that repeated actions will not be tolerated.

If it is determined that a student has not plagiarised or cheated, their Course Co-ordinator will inform them. Brent Street will document and retain records of the outcomes of the issue.

# SECTION - 5

## GRADUATION



## PROVIDING FEEDBACK

Brent Street is committed to providing its students with a service and product that is of the highest quality, that meets the needs of the individual/ industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from students and industry partners.

Students will be encouraged to provide us with honest and constructive feedback. Student feedback is extremely important as it will be used to improve all facets of how we deliver and assess our qualification/courses. Student feedback will also be used to improve the level of customer service and support provided.

The best way students can provide us with their feedback is by speaking with their Course Co-ordinator anytime during the year and completing our evaluation forms which we ask students to complete on-line, half way through their program and on program completion.

Brent Street would also like to hear from our other students as to how our programs have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level.

## KEEPING OF STUDENT RECORDS

Brent Street in accordance with the Standards for Registered Training Organisations (RTO's) 2015, securely stores all records related to a student's enrolment for a period of 30 years on the organisations Student Management System. Assessment records are kept for a 6-month period.

The following principles underpin the organisations privacy policy and procedure and storage of records process;

- Brent Street takes all reasonable steps required to protect and maintain personal and sensitive information.
- A robust governance framework is used to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure.
- Prior to the collection of personal and sensitive information the student is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.
- Once the student is well informed consent is obtained for the collection of information.
- Personal and sensitive information is used only for the purpose of its collection and by staff who require the information in order to complete their duties.
- Students have access to their information when required and without charge. Students need to email us if they require access to the file.
- Personal information is stored in either an electronic or hardcopy format.
- Security measures such as unique password requirements and restricted file access are used to maintain and protect students privacy.
- Brent Street will only disclose personal information to a third party where written consent has been obtained from the student.
- Where Brent Street receives unsolicited information, it is either destroyed or de-identified.

If a student is wanting more information, they are encouraged to download and read a copy of our '[Privacy Policy and Procedure](#)' found on our website at [www.brentstreet.com.au](http://www.brentstreet.com.au)

# ISSUING STUDENT CERTIFICATIONS

Brent Street uses systematic processes to ensure students and the community at large are confident that the national recognised qualifications being awarded meet the requirements of Australia's National Quality Framework.

General principles that underpin how we issue certification documentation are as follows:

- Brent Street only issues AQF qualifications that are on its scope of registration;
- All accredited training is delivered and assessed in English;
- Quality assurance measures and controls ensure that awards being issued meet the requirements of Australia's National Quality Framework;
- All students receive certification documentation to which they are entitled;
- AQF qualification students receive a testamur and a record of results;
- Students who complete part of an AQF qualification receive a statement of attainment;
- Certification is issued to the student within 30 calendar days of the student being assessed as having met the requirements of the training package in which they were enrolled (e.g. the date of the final assessment being completed or exiting the qualification/course);
- To avoid delays in issuing certification, Brent Street ensures that the student's USI is collected at enrolment;
- AQF certification documentation is sent directly to the student;
- Certification is only issued after the student has paid all outstanding fees;
- Certification documentation meets Schedule 5 of the Standards for Registered Training Organisations (RTO's) 2015;
- Students can have their certification documentation reprinted/replaced on payment of a certification reprint fee – see 'Fees and Refunds Policy and Procedure' for more information;
- Brent Street may request certification documentation be returned where there has been evidence of fraud or dishonesty. In these instances, a serious incident report is completed;
- Brent Street, as the issuing organisation authenticates and verifies students certification documentation on request;
- Through Brent Street student management system, a register of all AQF qualifications that Brent Street is authorised to issue and all qualifications/statements of attainment issued are kept for a period of 30 years;
- Reports of records of qualifications/statements of attainment issued are provided to the Australian Skills Quality Authority on a regular basis and/or as requested.