



STUDENT HANDBOOK

2020

Contents

Welcome to Bright Minds Point	3
Why Study with Bright Minds Point?	3
What We Offer Our Students	3
Our Obligations to Students	3
About Bright Minds Point.....	4
Key Staff Contact Details	4
Student Amenities	5
Course Information	5
Rights and Responsibility	6
Access and Equity Policy	7
Training Guarantee	8
Training that meets your needs.....	8
Changes to Agreed Services.....	8
Complaints and Appeals Process.....	9
Access to Students Records and Change of Details	11
Fees and Refund Policy	11
Assessment Process.....	14
Recognition of Prior Learning (RPL) Process.....	18
Student Support.....	20
Issuance of Certificates Process	29
Provide Credit for Prior Studies.....	32
Unique Student Identifier Awareness Statement	33
Pre-Enrolment Information Policy.....	33
Formalisation of Enrolment Policy	35
Academic Misconduct and Plagiarism Policy	38
Student Disciplinary Policy	48
Course Credit Policy for Overseas Students	49
Critical Incident Policy	50
Overseas Student Transfers Policy	52
Monitoring Course Progress.....	56
Policy for Deferring, Suspending or Cancelling a Student's Enrolment.....	58
Legislation Awareness Statement	65

Welcome to Bright Minds Point

Thank you for your enquiry regarding the courses offered at Bright Minds Point (BMP)

BMP is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA). All qualifications taught at BMP are nationally recognised (in Australia) giving you more flexibility when looking at further studies and are taught to the highest Australian standards.

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting BMP as the right choice for you.

The better prepared you are for studies the more likely you are to enjoy have a greater chance of success on your journey. It is important that you read the entire contents of this document. It is our official notice to you of BMP's Policies and Procedures which we must make you aware of before any decision is made regarding enrolment.

If you have any queries or concerns with regards to any part of this document, please ensure that you clarify these issues prior to applying for enrolment.

Why Study with Bright Minds Point?

Studying at BMP will ensure you receive an exceptional level of service and a high quality education.

What We Offer Our Students

We want you to enjoy your studies while you are learning at BMP. We have a supportive network of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- Computers with access to internet.
- Trainer and staff for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Free internet access to support in your research activities.
- Email access to staff who will respond within the office hours.

Our Obligations to Students

- provide training and assessment services that meets the relevant quality assurance standards (Standards for Registered Training Organisations 2015)
- issue certification documentation to students who have completed the course requirements, paid all of their fees and provided their USI number
- to provide appropriate support services to students

- to provide comfortable environment that is conducive to learning

About Bright Minds Point

BMP aims to provide the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

Key Staff Contact Details

CEO

Min Suk Choi

Email: ceo@brightminds.edu.au

Marketing Manager

Jimmy Kim

Email: marketing@brightminds.edu.au

Campus Manager

Devendra Shrestha

Email: dev@brightminds.edu.au

Student Contact Officer (Point of Contact)

Eunji Park (Loha)

Mobile: 0474 573 718

Kakao ID: BMPcollege

studentservices@brightminds.edu.au

Academic Administrator

Jeff Kim

jeff@brightminds.edu.au

Student Advisor

Seongeong Bang

admissions@brightminds.edu.au

Admin and Student Advisor

Hyun Suk Lee

admin@brightminds.edu.au

Onsite Student Counsellor

Sooyeon Seo

Availability: Every fortnightly on Monday between 10 am to 1 pm (**by appointment only**)

Nearby General Counsellor / mental health / alcohol and drug support

HEADSPACE

Suite 1, 41-45 Rickard Road

Bankstown NSW 2200

Ph: 02 9393 9669

Student Amenities

The aim of BMP is to provide students with a clean and harmonious studying atmosphere.

Common areas are provided for student's comfort. Onsite students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities. Students are encouraged to bring their own food.
- Access to online resources from the state library and a computer lab with internet access is available for student use for research or assignment work. Students are welcome to use Bright Minds Point for some quiet study or to relax between classes.

Our Team

The Bright Minds Point team consists of a unique combination of people with vast industry backgrounds. We are a strong team with a common understanding and specialised knowledge of the industry and our students' needs - this is the secret of our success.

Trainers

Our trainers have many years' experience in training and working in the respective Industry. Their wealth of knowledge and passion will allow you to develop skills and broaden your knowledge of the industry so you can provide service to your customers with confidence and professionalism.

Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

Administration

Bright Minds Point's administration unit has a special interest in ensuring you get through your course as smoothly as possible. The administration team at Bright Minds Point is well experienced in sorting out any problem you may have concerning the administration of your course.

Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out! Administration is there to help you and provide support with as little fuss as possible so that you can concentrate on your studies.

They are the smiling face and friendly voice over the phone when you need help, so please don't hesitate to call them, no matter how big or small your problem may be.

Course Information

Refer to the website (www.brightminds.edu.au) for more information.

Rights and Responsibility

The adult learning environment within Bright Minds Point (BMP) encourages and supports the participation of people from diverse backgrounds. BMP's aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

BMP recognises that students have the right to:

- Expect BMP to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all BMP's 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;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the course outcomes and prescribed assessment methods for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published course outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from qualified and experienced trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect BMP to be ethical and open in their dealings, their communications and their advertising;
- Expect BMP to observe their duty of care to them;
- Privacy and confidentiality, and secure storage of their records in accordance with the BMP's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise BMP of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course on time;
- Abiding by any dress code stipulated BMP;
- Not cheating or plagiarising in course work / assessments submitted for assessment;

- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Maintaining regular attendance and satisfactory course progress;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO or their delegate;
- Respecting the BMP's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Notifying changes to their personal details
- Not bringing anything that may compromise the health and safety of others
- Asking for assistance and / or support when needed.

Access and Equity Policy

Purpose

Bright Minds Point is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by BMP to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Scope

This policy covers all of BMP's policies and procedures and all training activities.

POLICY

1. BMP will, where possible, remove barriers and open up developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical, intellectual and/or mental disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and / or other students.
4. All trainers / assessors are responsible for observing and being advocates for the policy.
5. This policy will be widely disseminated in the organisation.
6. BMP policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.
7. The CEO, or their delegate, will be responsible for the implementation and maintenance of the policy.

Training Guarantee

BMP guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

Training that meets your needs

BMP is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require any assistance or support please discuss these needs with BMP staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

Changes to Agreed Services

Where there are any changes to agreed services, BMP will advise the learner, in writing as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Change to Conditions

BMP reserves the right to change its fees, conditions, course times or course commencement dates at any time with sufficient formal notice given to students.

Complaints and Appeals Process

Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with Bright Minds Point (BMP) can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of BMP, its trainers, assessors, or other staff, its education agents, a third party providing services on the BMP's behalf, its trainers, assessors or other staff or student of the BMP.

Definitions

Complaints and Appeals include, but are not restricted to, matters of concern to a student or staff member relating to training delivery and assessment including the quality of the training, student support, learning materials, discrimination; and sexual harassment,

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias;
- All parties have the right to be heard;
- The respondent has a right to know of what s/he is accused;
- All parties are told the decision and the reasons for the decision.

Policy

BMP acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing.

BMP will manage all complaints and appeals fairly, professionally and efficiently as possible and commences assessment of the formal complaint or appeal within 10 working days of lodgement, and finalise the outcome as soon as possible.

BMP ensures that the student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings

BMP will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation.

BMP seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment. Confidentiality will be maintained throughout the process of making and resolving complaints.

A copy of this Policy is available to all students and staff via Student Handbook available on website and the information on this policy is also provided during orientation.

BMP ensures to provide students with written outcome of the complaint or appeal with reasons for the outcome

Where a complaint or appeal cannot be resolved through internal processes, BMP informs students, within 10 days of concluding the internal review, the right to access an external complaints handling and appeals process at a minimum or no cost.

BMP will maintain the student's enrolment while the complaints and appeals process is ongoing. This does not necessarily mean that a student will remain in class. For overseas students, to 'maintain the student's enrolment' means BMP does not record any changes PRISMS.

BMP retains records of complaints or appeals the outcomes.

If the internal or external complaints handling or appeal process results in a decision or recommendation in favour of the student, BMP implements the preventative or corrective action required by the decision and advise the student of that action.

Informal Complaint Resolution Procedure

Students are encouraged to discuss the issue / complaint with appropriate staff member informally to see if it can be resolved.

Formal Complaint / Appeal Resolution Procedure

Should a student have a formal complaint or appeal, the following steps are to be followed;

1. The student should put the following information relating to the complaint or appeal in writing using the BMP's Complaints or Appeals Form.
 - A description of the complaint or appeal;
 - State whether they wish to formally present their case;
 - Steps taken thus far to deal with issue / complaint;
 - What outcomes they would like to fix the problem & prevent it from happening again.
2. The student should lodge the complaint or appeal form to the Office Administrator. Office Administrator acknowledges the complaint or appeal in writing within 10 working days of the receipt. The Office Administrator forwards written complaint or appeal to the CEO or their delegate.
3. Formal appeal request must be lodged within 7 days of students receiving decisions, including assessment decisions from BMP.
4. Students can make an appointment with the CEO or their delegate to formally present the case. The CEO or their delegate makes a decision and recommends appropriate action and provides written outcome.
5. CEO or their delegate, while deciding the outcome of the complaint or appeal considers all applicable policies, student enrolment conditions and evidence provided with due consideration given to principles of natural justice and procedural fairness.
6. If the complaint is not finalised within 60 days, BMP informs the complainant or appellant in writing, including reasons why more than 60 days are required and regularly updating on the progress of the matter to student.
7. Should the issue still not be resolved to the student's satisfaction, the student has right to access an independent external agency to resolve the issue. Students can refer their complaint or appeal to National Training Complaints Hotline who can assist students and refer their issue to appropriate agency. Contact No: 13 38 73 website:
<https://www.education.gov.au/NTCH>
8. Overseas students are advised to contact Overseas Students Ombudsman
(<http://www.ombudsman.gov.au/about/overseas-students>)

9. If the external appeals process results in a decision that supports the student, BMP will immediately implement any decision and/or corrective and preventive actions required and advise the student of the outcome.
10. All documentation relating to complaints or appeals should be archived for audit purposes.
11. The CEO will be person responsible for the implementation and maintenance of the policy.

Access to Students Records and Change of Details

BMP is committed to providing you with accurate and current records of your progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange a time with your trainer or the Office Administrator and they will be more than willing to help you.

Students are obligated to keep BMP informed of their current contact details and to inform BMP immediately of any change in these details. Students are advised that if they do not receive any correspondence due to incorrect contact details held at BMP then they are fully responsible for the same.

Upon change of name, residential address, email address or telephone number, you are required to notify BMP with the relevant information. The change must be advised in writing stating the previous details and new details.

Fees and Refund Policy

Purpose

The Standards for Registered Training Organisations 2015 (Clause 5.3 and Clause 7.3) and National Code Standard 2018 (Standard 3.4) require Bright Minds Point (BMP), prior to student taking enrolment, to provide information on:

- fees and charges
- refunds policy
- how fees paid in advance by students are protected

Policy

BMP will publish this policy in pre-enrolment information materials which are made available to student via BMP website.

BMP includes the following information in the student enrolment agreement

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) Payment terms, including the due dates and amount of fees to be paid
- fees that must be paid and payment terms
- process for claiming refunds
- the specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Protection Service (TPS) for overseas students
- a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

BMP does not collect more than \$1500 in prepaid fees from any fee paying domestic student. BMP, to meet its obligations under ESOS Act 2000, will collect only 50% of the total tuition fees for courses with more than 25 weeks of duration. Students are not required to pay more than 50% of the fees upfront if their course runs for more than 25 weeks however they can pay if they choose to.

BMP accepts pre-paid fees payments from prospect students only after the signed enrolment agreement is received and verified.

All fees are to be paid at the specified time, as per the written agreement and can only be paid by credit card, EFT and Direct Deposit. Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

Students, when paying using internet funds transfer or direct deposit at the bank, must ensure to provide a copy of payment to the college.

BMP accepts all payments only in Australian dollars

All students are liable for the financial commitment to BMP.

Students receive fee due reminder emails at least a month prior to fee payment due date

Failure to pay fees on time will lead to consequences including: Late payment penalties; Cancellation of enrolment; Unable to obtain documents; Results being withheld; and /or debt recovery processes

BMP reserves the right to review its fees regularly and may change its fees during student's enrolment.

BMP has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Overseas Students Refund Policy

Refunds in case of student default

When student withdraws from course prior to 4 weeks of the course commencement date, BMP will provide material fees and 75% of tuition fees less enrolment fees as refund

When student withdraws from course within 4 weeks of the course commencement date, BMP will provide 50% of tuition fees less material fees and enrolment fees as refund

Should student withdraw from the course once commenced, he/she will forfeit all monies paid and be liable for the full course cost.

Should the student wish to change his/her enrolment into another course at BMP prior to course start, course fees paid will be transferred to new course and student is liable to pay any difference in fees between two courses

Should the student wish to change his/her enrolment into another course at BMP after course commencement, he/she will forfeit monies paid for that current term.

No refunds will be provided if student fails to comply with terms and conditions of enrolment and policies and procedures of BMP and if false or misleading information was provided to gain enrolment

No refunds will be provided if student does not start the course on the agreed course start date and has not previously withdrawn

No refunds will be provided if student decides to abandon the course after commencing for whatever reason

No refunds will be provided if BMP refuses to provide or continue to provide the course due to:

- student's misbehaviour; or
- failure to pay required fees to undertake the course; or
- student breaching his/her visa conditions

Refunds (if any) will be provided to the student within 4 weeks after receiving the refunds claim with relevant supporting documentation

Refunds in cases of student visa refusal

This applies when the student was refused a student visa and as a consequence fails to start on the agreed starting day or withdraws from the course after student has already commenced the course.

Refunds will be calculated as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://www.legislation.gov.au/Details/F2014L00907>)

Refunds (if any) will be provided to the student within 4 weeks after receiving the refunds claim with relevant supporting evidence

Refunds (if any) will be deposited into the authorised account notified by the student on refund form

Refunds in case of BMP default

This applies when:

- BMP fails to start to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn from the course before the BMP's default.

BMP may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, student needs to sign an acceptance document. Alternatively, if BMP is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by the BMP, then BMP will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014

(<https://www.legislation.gov.au/Details/F2014L00907>)

The refunds will be paid within 14 days after the default day.

In the event, BMP does not satisfy its obligation to an affected student, TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.

Refunds (if any) will be deposited into the authorised account notified by the student on refund form

Domestic Students Refunds Policy

Student Default

- If a student withdraws from a course at least 14 calendar days prior to the commencement date, he/she will receive a full refund fees less any enrolment fees.
- Should student withdraw within 14 calendar days of course commencement, he/she will be liable for any enrolment fees and 50% of the course cost.
- Should student withdraw from the course once commenced, he/she will forfeit all monies paid and be liable for the full course cost.
- Should the student wish to change his/her enrolment into another course at BMP prior to course start, course fees paid will be transferred to new course

- Should the student wish to change his/her enrolment into another course at BMP after course commencement, he/she will forfeit monies paid for that current term.
- No refunds will be provided if student fails to comply with terms and conditions of enrolment and policies and procedures of BMP and if false or misleading information was provided to gain enrolment

Provider Default

- If BMP cancels the course for whatever reason before student commences the course, the student will receive a full refund, alternatively BMP may also offer the student to transfer to another course at BMP, this choice is for student to make
- If BMP fails to provide the course after student commences the course, a pro-rata adjusted refund will be provided to the student; alternatively BMP may also offer the student a transfer to another course, this choice is for the student to make

Process for claiming refunds

Students who are requesting a refund must complete the Refund Application Form (available on BMP website) and send it along with all relevant supporting documents

Bank charges will be deducted from the refunded amount. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO of BMP.

An application for a refund will be processed within 4 weeks after a claim has been received.

Refunds are assessed on a case by case basis.

Refunds will only be refunded to the person who entered into the contract with BMP and will not be provided to a third party.

All refunds are paid electronically; no refunds will be in cash.

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Please refer to the Complaints and Appeals Policy.

Assessment Process

Definitions

Australian Qualifications Framework (AQF) – Assessment Definition

Assessment is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration

Standards for Registered Training Organisations 2015 - Assessment Definition

Assessment means the process of collecting evidence and making judgments on whether

competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.

Assessment

Students enrolled into nationally recognised qualifications and units of competency are required to demonstrate competence in the units they are enrolled in. If possible, assessment activities will be undertaken within a reasonable time frame and as negotiated between the assessor and the student.

Upon enrolment at Bright Minds Point (BMP), the student will receive a training plan (or course timetable) with assessment due dates. Assessments for full qualifications must be completed by due dates on the training. Requests for extension beyond the final completion date must be made to, and approved by, the CEO, or their delegate.

Written assessment tasks will be marked and feedback returned to the student within a reasonable timeframe. Workplace assessments can be undertaken as per the work placement schedule for class room based students or negotiated between trainer and student for workplace based students.

Assessment Methods

Various methods of assessment will be conducted for each competency. Some of the methods include:

Assessment Methods (Evidence Gathering Techniques)	Explanation
Written questions	Assessment of knowledge evidence
Case Study	Real-life situations in which problems need to be solved which aim to develop students reasoning, problem-solving and decision making skills
Project / Assignment	Students will use diverse skills such as researching, writing, interviewing, collaboration to produce various work products / reports
Role play	Students take on different roles, assuming a profile of a character or personality, and interact and participate in diver and complex learning settings
Observation	Assessment of skills during role-play or in simulated or work place environments

Assessment Criteria

Assessments should provide opportunity for students to be informed of the context and purpose of the assessment and the assessment process. This will include, but will not be limited to, information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information will be included with the introduction of each unit to advise students of the assessment processes, number of assessments, types of assessment and, if applicable, the individual weighting of each assessment.

Trainer and Assessors discuss and provide feedback as to the outcomes of the assessment process and guidance on future options.

Assessment Information

Prior to any assessment task being issued to students, BMP must provide students with sufficient information about the assessment process.

This should include, as a minimum, the timeframes for assessment, the assessment requirements, the criteria that will be used to assess the student and any other information that may impact on the student undertaking the assessment task.

Absent, Extensions, Late assessment submission

Absents:

Students who are absent to assessments without valid reason will receive 'Not Yet Competent' result. The CEO or their delegate will ensure that sufficient evidence is kept in student files for student absences and approved leave of absences.

Extensions:

Students who need extension to complete or submit their assessments must seek approval from the CEO or their delegate. Extensions can only be granted on the basis of compassionate or compelling reasons.

Late submission:

Any assessments submitted after the due date is considered as late submission and may not be considered for marking unless a valid reason is provided. The CEO or their delegate, after considering the reasons, may approve the late submissions and may direct the assessor to mark.

Medical Certificates:

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the Office Administrator.

Assessment Results

For each unit of competency, students must satisfactorily complete each assessment task to be eligible for an overall result of 'Competent'.

Students receive two attempts at achieving competence. Re-assessment must be undertaken within four weeks of the declaration of results.

Feedback to Students

Trainers / Assessors will provide feedback to the students on their performance. This feedback may include one or more of the following:

- A Satisfactory / Not Yet Satisfactory on their assessment;
- Comments on their assessment;
- A written evaluation sheet;
- Oral feedback on their overall performance.

If the student is not satisfied with the feedback given on their work, they can discuss their work with the trainer / assessor directly.

Appealing against Assessment Results

Any student who believes that the outcome awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. *Please refer to the Complaints and Appeals*

*Policy.***Benchmarks for Assessment**

Assessment is the process of collecting evidence and making judgements about whether competency has been achieved, and to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

BMP will ensure that all assessment tools / instruments have a benchmark / marking guide, to provide consistency for trainers / assessors making judgements for assessment outcomes.

In the areas of work covered by the Training Packages, the endorsed units of competency are the benchmarks for assessment. As such, they provide the basis for nationally recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by BMP.

Recording of Assessment Outcomes

At the conclusion of the assessment, the results are to be recorded on the 'Final Results Record' and handed to administration for recording in the Student Management System.

BMP will ensure that assessment results will be recorded and records maintained as per Standards for Registered Training Organisations (SRTOs) 2015 and legislative requirements.

Reasonable Adjustments

From time to time, BMP will encounter students with particular needs and will make all reasonable adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training.

BMP may customise certain aspects of training and assessment to permit equity. This will be done on an individual basis to meet the unique needs of the student.

Students, who cannot attend classes due to injury, geographic dispersion or other valid reason, may be provided with class notes and recorded instruction to enable them the opportunity to complete the course by distance.

BMP has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective trainer and the CEO, or their delegate.

Any reasonable adjustments made to the assessment strategies / tasks will be recorded on the 'Assessment Task Coversheet' by the trainers/ assessors.

Training and Assessment Strategies

Prior to the commencement of any course, a training and assessment strategy must be developed and approved by the CEO, or their delegate, and / or nominated person prior to commencement. This strategy must demonstrate the methods used to gather industry feedback during the development.

Access and Equity and Client Services

Special needs, particularly in relation to Language Literacy and Numeracy (LLN) issues are addressed at the time of enrolment. However, assessors are requested to keep this issue in mind and should they become aware of a potential issue in this area, they are to refer it immediately to the attention of the CEO, or their delegate, and / or nominated person.

A student's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in the

Training Package.

Reasonable adjustments can be made to ensure equity in assessment for students with disabilities. Adjustments include any changes to the assessment process or context that meet the individual needs of the student with a disability, but do not change competency outcomes.

Such adjustments are considered reasonable if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with disabilities, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

Recognition of Prior Learning (RPL) Pathway

Students are offered the opportunity to apply for Recognition of Prior learning (RPL) during the enrolment process. If RPL is granted, this is recorded on the Assessment Result Sheet including the date RPL was granted and handed to Administration for recording in the student data base. *Refer to the Recognition of Prior Learning (RPL) Policy and Procedure for further detail*

Combination of Pathways

Where candidates for assessment have gained competencies through work and life experience and gaps in their competence are identified, or where they require training in new areas, a combination of pathways may be appropriate.

In such situations, the candidate may undertake an initial assessment to determine their current competency. Once current competency is identified, a structured learning and assessment program ensures that the candidate acquires the required additional competencies identified as gaps.

Designing and Using Assessment Tools

Assessment tools provide a means of collecting the evidence that assessors use in making judgements about whether candidates have achieved competency.

When developing assessment tools, BMP must ensure that they:

- are benchmarked against the relevant unit or units of competency
- are reviewed and noted in the training and assessment strategy
- are validated and regularly reviewed and updated.

Recognition of Prior Learning (RPL) Process

Definition

Recognition of prior learning (RPL)

*Recognition of Prior Learning is an assessment process that **involves assessment** of an individual's relevant prior learning (including formal and informal learning) to determine the credit outcomes of an individual application for credit*

Credit

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and / or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing

Purpose

Bright Minds Point (BMP) provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and / or partial or total completion of a qualification.

Policy

This policy therefore aims to maximise the recognition of a students' prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed required training and assessment qualification and who has the vocational competencies in the unit they are assessing the participant's competency against.

Procedure

General information for individuals

All enquiring and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for RPL. Individuals are encouraged to apply for RPL prior to or immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any class / workshop opportunities offered should they be unsuccessful in the RPL process.

The information provided to individuals will include:

- That RPL can be granted to an individual who has demonstrated evidence of prior knowledge and experience in life and work relating to the unit of competency for which recognition is applied; and
- That RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded)

Requests for RPL

- If an individual wishes to apply for RPL they must complete an application for enrolment and include supporting documents such as detailed records of their experience, employment, training and anything else which may be relevant.
- Whilst the RPL process will be led by Bright Minds Point (BMP), the onus is on the student to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies.
- This RPL application and evidence will to be assessed and the student is to be notified of the outcome of whether they can proceed with the RPL or not.
- Once a student has been assessed, and is able to proceed with the RPL, BMP will supply the student with the appropriate RPL Kit to complete as part of their portfolio.

Assessment Process

BMP is required to ensure that all RPL assessment undertaken is completed and recorded appropriately. The following is to occur in the assessment of RPL:

- On receipt of the self-assessment and relevant documentation from the applicant, the evidence will be assessed against the competency standards for the particular units;
- Assessors in making an assessment will consider the following:
 - Relevance and nature of evidence provided by the individual;
 - Scope of subject matter covered by the evidence;
 - Whether the evidence is sufficient to enable a judgment of competent to be made in regard to the unit, taking into account the required knowledge and skills and the critical aspects of evidence in the relevant units.
- In judging evidence, the assessor must ensure that the evidence of prior learning is:
 - Authentic (the applicant's own work);
 - Valid (directly related to the current version of the relevant endorsed unit of competency);
 - Reliable (shows that the applicant consistently meets the endorsed unit of competency);
 - Current (reflects the student's current capacity to perform the aspect of the work covered by the endorsed unit of competency); and
 - Sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, being task skills, task management skills, contingency management skills, and job/role environment skills).
- Where evidence and documentation requires additional information or clarification, this will be discussed with the student;
- All original documents such as certificates, workplace reports, etc, should be copied after being sighted by the assessor, and then the copy signed with the date, signature and printed name of the assessor;
- Where RPL is 'Granted' this information will be communicated in writing to the student within 10 business days of completion of the assessment, and where applicable, the qualification / statement of attainment will then be issued;
- Where RPL is 'Not Granted', students will be notified in writing of the outcome participant within 10 business days of completion of the assessment. The written communication to the student is to including a reason for refusal (where applicable);
- In all cases, a copy of the RPL documentation and outcome will be kept in the student's file.

Appeals

Where the outcome of an RPL is not granted and the student disagrees with the outcome, they should first try to resolve the matter informally. Where the outcome remains unresolved following informal discussions the student may appeal by using the methods outlined in the Complaints and Appeals Policy.

Student Support

Purpose

The purpose of this policy and its related procedures is to:

- determine support needs of individual students to maximise their chance of successfully completing their training and where possible provide them access to the educational and support services necessary to meet the requirements of the training product as specified in training packages or VET accredited courses; and
- ensure overseas students have access to support services so that they can:
 - adjust to study and life in Australia

- achieve their learning outcomes
 - achieve satisfactory academic progress towards meeting the course outcomes
- provide a framework for the Campus Manager and Student Support Officers at BMP in the provision of student services

The policy and its related procedures ensure compliance with:

- The relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2019 (the National Code 2018)
- The relevant standards of the Standards for Registration Training Organisations (RTOs) 2015

Scope

This policy and its related procedures apply to:

- All enrolled students of BMP;
- All Student Support staff members.

It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

This document should be read in conjunction with other related policies.

Policy

Bright Minds Point (BMP) will identify any support individual students' needs prior to their enrolment via 'Application for Enrolment' and 'Pre-enrolment Evaluation' forms.

BMP will provide an age and culturally appropriate orientation program for students prior to the commencement of their course to ensure they can settle into their new environment, that includes information about:

- student services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes.

BMP will provide, at no additional cost to the student, relevant information or referrals as appropriate to students who request assistance in relation to the support services and programs.

BMP will support each student in achieving their personal and academic potential, especially through early intervention in personal and academic issues which may have the potential to negatively affect their educational achievements. BMP will assist new students into its course by providing

- Information regarding the requirements of studying in Australia and in particular at BMP;
- Induction and Orientation sessions.

BMP supports continuing students by providing:

- Academic and non-academic support services
- Access to external health and welfare services, where these are not provided by BMP.

BMP will provide reasonable support services to student to enable them to achieve expected learning outcomes regardless of their place of study or the mode of study of the course at no additional cost to the student.

BMP will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of the student cohorts and, if applicable, implement a documented process for supporting and maintaining contact with students participating in online or distance study.

BMP will provide the opportunity for students to participate in services and provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

BMP designates a member or members of its staff to be the official point of contact for students and ensures those staff members or student contact officer have access to up-to-date details of its support services.

BMP provides sufficient student support personnel to meet the needs of the all enrolled students.

BMP will ensure that all staff members who interact directly with the overseas students are aware of BMP's obligations under the ESOS (Education Services for Overseas Students) framework as well as the potential implications for overseas students arising from the exercise of these obligations.

BMP will implement a documented policy and process for managing critical incidents that could affect the student's ability to undertake or complete a course and provides this information to students. *Related Policy - Critical Incident Policy*

In relation to safety and wellbeing of students, BMP will:

- take all reasonable steps to provide a safe environment on campus
- refer students to general information on safety and awareness relevant to life in Australia
- advise students and staff on actions they can take to enhance their personal security and safety.

Procedures

Identifying Support Needs

BMP, through the application for enrolment process and the pre-enrolment evaluation process, will identify any additional support required for each individual student. BMP will only be able to identify this support if informed by the Student.

On the day of Orientation or prior to course commencement, all student will be asked to sit for Language, Literacy and Numeracy (LLN) test and Interview session with Campus Manager / Academic Manager/ Trainer and Assessor. The interviewer will complete Pre-Training Review Form which assist BMP to identify support needs prior to Training and assessments.

Where BMP identifies required support, such as literacy or numeracy, English or other language barriers or physical capabilities, and it cannot provide such support directly, it will refer the student to a third party.

Where BMP is not capable of offering an environment suitable for the needs of a student with specific identified needs, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their enrolment.

Records relating to student support are maintained in the Student Management System and evidence kept in student files.

Orientation Program

BMP will, at the commencement of each course, conduct an orientation program for students and ensure that all students attend this program without failure. All students are required to sign a 'Student Orientation Checklist' form to confirm that they have attended.

The Student Contact Officer is to run the orientation using the Student Handbook, the Orientation Presentation and the Student Orientation Checklist form.

The orientation program covers the majority of what students will need to know about their course and BMP policies. For overseas students, it also covers information on adjusting to life in Australia. As a minimum, the orientation program must cover information on:

- About BMP
- BMP Staff and Campus Details
- BMP Facilities and Resources
- BMP Support Services
- BMP Complaints and Appeals Process
- BMP Course Progress and Attendance Requirements
- Introduction to the course (content, qualification gained, pathways)
- Completing and signing orientation documentation (inclusive of orientation attendance form, privacy notice and student declaration form, excursion indemnity form).
- Health and Safety at BMP
- Emergency Evacuation and Incident Reporting
- Point of Contact
- Distributing training program and term dates
- Issuance of International Student Handbook and explanation
- Plagiarism policy
- Disciplinary action
- Issuance of qualifications and Statements of Attainment
- Fees and refund policy
- Student welfare services
- All legislation that may affect students
- ESOS rights and responsibilities
- Explanation of books and learning materials required and associated cost
- Campus tour

For overseas students, it must also cover the following:

- English language and study assistance programs
- Student visa obligations
- Emergency and health services
- Relevant legal services
- General support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Support services to assist with the transition into life and study in Australia.
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Students must go through, tick, sign and return their Student Orientation Checklist form to the Student Contact Officer.

BMP will ensure that appropriate staff members are available on the orientation day to respond to students' queries.

Upon completion of orientation presentation, all students need to sit for LLN test followed by a Pre-Training Interview.

The Student Contact Officer collects all the completed forms, checking them to ensure they are filled correctly and files them in student files.

In the event a student commences their course late / has been granted credit or simply missed the orientation, the Student Contact Officer will undertake an orientation program with that student prior to the commencement of classes.

Language Literacy and Numeracy (LLN) Support

BMP aims at all times to provide a positive and rewarding learning experience for all of its students.

Student's LLN needs are identified through 'Student Application for Enrolment' form, 'Pre-Enrolment Evaluation' form and/or assessment of LLN test results.

Student needs to complete LLN test after completion of Orientation.

When it is clear from the above evaluations and/or assessments that LLN is an issue, the Student Contact Officer discusses these issues with the student to advice on support and other options available.

Students must ensure that they discuss their LLN issues with their Trainer or Assessor so appropriate support can be provided by the trainer or assessor.

BMP will make every effort to ensure that students are adequately selected, enrolled and supported to enable them to complete their training.

Some examples of the type of support that BMP can offer include:

Literacy

- Provide students with only essential writing tasks
- Consider the use of group exercises so that the responsibility for writing rests with more than one person;
- Provide examples and models of completed tasks;
- Ensure that documents and forms are written and formatted in plain English; and use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used;
- Arrange tutorials to help students with study-related problems.

Language

- Present information in small chunks;
- Speak clearly, concisely and not too quickly;
- Give clear instructions in a logical sequence;
- Give lots of practical examples;
- Encourage students to ask questions; and
- Ask all questions to ensure students understand.

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it;
- Show students how to do the calculations through step by step instructions and through examples of completed calculations;
- Help students to work out what math's/calculations/measurements are required to complete the task; and

- Encourage the use of calculators and demonstrate how to use them.

Pre-Training Review

The Pre-Training Review is an interview session which is conducted by academic manager or the Campus Manager to identify need of any additional Academic or Non-Academic support to help a student to successfully complete the training and assessments prior to course commencement. A student must complete LLN test prior to Pre-Training Review.

The Pre-Training Review result will be assessed in-conjunction with LLN test result. Based on the result of the Pre-Training Review, the interviewer will determine if the student is:

- capable to complete the course within course duration without additional academic or non-academic support; or
- capable of completing the course within course duration with additional academic or non-academic support; or
- deemed to be not capable of completing the course within course duration.

If student is found to be capable of completing the course within course duration with additional academic or non-academic support, the interviewer will list down the support needed by the student.

If student is deemed to be not capable of completing the course within course duration, then the student will be given other options including, but not limited to downgrading to lower qualification or an additional English course.

Academic Progress Support Services

BMP ensures that student support staff and academic staff work closely to ensure that students are provided with appropriate support needed as recommended in their intervention plans so that they are in a position to complete the course on time.

Students are advised to approach the trainers for any assistance with their learning, and Student Contact Officers for other support. Academic progress support services provided by BMP include:

- Before-class workshop to provide students with the opportunity to points of confusion, and obtain feedback on their assignments, both in draft form and on completed work from the trainers:

Before-class workshop is available during the following days and times:

Weekday class: Monday ~ Thursday 4:30 PM ~ 5:00 PM

Weekend class: Saturday, Sunday 8:00 AM ~ 9:00 AM

Students must make an appointment with the trainers to arrange a before-class workshop session

- Pre-scheduled academic skills workshops covering the following topics to help students to develop skills and strategies to enhance students' learning:
 - Time and Task Management
 - Reading, Listening and Notetaking
 - Approaches to Study and Research
 - Academic Writing
 - Harvard Referencing Style

- Ad-hoc, one-on-one academic support session scheduled by Academic Staff, Student

Contact Officer or student to assist students with special needs or students at risk

- One-on-one academic consultation with the Academic Manager by appointment. Appointments can be made in person with Student Contact Officers, by email or at Reception.

Information for overseas students on living, health, safety and wellbeing

BMP staff will use information from the following government websites when advising students about living, health, safety and wellbeing in Australia

- Australian Government – Study in Australia website
<https://www.studyinaustralia.gov.au/english/live-in-australia>
- Service NSW – Support for international students
<https://www.service.nsw.gov.au/transaction/support-international-students>
- City of Sydney International Student Website
<http://www.cityofsydney.nsw.gov.au/community/community-support/international-students>
- Study Sydney - NSW Government website for international students
<http://www.study.sydney/english/live/welcome-to-nsw/>

Referral Services

The Student Contact Officer will advise students to seek external advice when it is appropriate to do so. The Student Contact Officer will try to find a service that is better able to assist students.

Students who require higher levels of support will be referred to external specialist and providers i.e. literacy and numeracy, language, mathematics, welfare, counselling etc. This support is arranged on an as needed basis.

BMP does not charge for referral service. Students are liable to pay for the costs incurred from using external services.

Some of the agencies BMP refer students are:

Translating and Interpreting Services	131 450
Lifeline	13 11 14
Crime Stoppers	1800 333 000
Alcohol and Drug Information Service	1800 422 599
Mental Health Line	1800 011 511
Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732
International Student Legal Advice	02 9698 7645

Student Support Services and Support Staff

BMP will have sufficient staff members available to act as point of contact for student support.

Student support staff members have the following responsibilities to care for students' needs on a daily and ongoing basis:

- assisting students with general enquiries

- act as point of contact for students with their support related enquires
- support students with their academic issues including implementation and monitoring of intervention strategies
- providing information on living, health, safety and wellbeing when requested by students
- referring students to external agencies when appropriate to do so
- responding to complaints, appeals and critical incidents.

Students requiring to see the support staff members should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling services, again they should simply contact the student support staff where they will be directed to the appropriate counselling services for their needs.

Any support services provided by BMP will always be free of charge.

Any referrals to support services provided to students by BMP will be free of charge.

Student Counsellors

All students enrolled at BMP will have access to private sessions with on-site Student Counsellors, who are trained in therapeutic practice. Personal development is an integral part of BMP programs, and this aspect can be occasionally unsettling for some students or give rise to a certain degree of emotional upheaval.

Students may be referred to an external qualified practitioner in Counselling depending on the level of severity. As such, associate costs for services provided by a third party, who is not related to BMP, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

Student Welfare Services

BMP offers all students access to sessions with trained Counsellors at a minimal cost, as part of their training course for such services as:

- Legal Services – BMP can refer a student who requires a legal practitioner; the referral is at no cost to the student. Students are responsible for any costs related to the legal advice/services provided.
- Facilities and Resources – At induction and orientation students are given a guided tour of BMP facilities and acquainted with the resources available for their use.
- Complaints and appeals processes – The Student Complaints and Appeals Policy and Procedures is available on the website and from front desk at any time. The policy is specifically explained during induction and orientation and outlined in the Student Handbook.
- Students can book private counselling sessions with student counsellors on campus. The counselling fee is a nominal amount payable by the student to the counsellor.

BMP Facilities

All students enrolled at BMP have access to a range of on-campus facilities, which include, but are not limited to:

- Communal Kitchen Facility – BMP supplies tea, coffee, milk, and biscuits as a courtesy to students. A fridge and microwaves are available for use. Please note that everyone is expected to tidy up after themselves and maintain these facilities in a clean manner.
- Break-out / Simulated work environment rooms may be booked by students for group work, or private study groups.
- Computer access - Students have access to public computers in the computer laboratory.
- Wi-Fi access – All facilities at BMP have full student Wi-Fi access. Wi-fi details are available during induction and orientation sessions, or upon request from front desk.

- Library – All students have access to a library of resources. Students are allowed to borrow resources via front desk.

Critical Incident Management

BMP has developed a policy to manage critical incidents together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken. Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

For further information, please refer to 'Critical Incident Policy'

Staff obligations under ESOS framework

Staff obligations under the ESOS framework will be outlined in the Staff Handbook. This information is provided to all new staff members. Any updates or changes to the ESOS framework are discussed in the staff meetings. Staff members are encouraged to read materials available on Australian Education International (AEI) website (<https://internationaleducation.gov.au>) and seek advice from management if unsure of any aspects of the ESOS framework.

Procedure

- The Campus Manager will ensure an Induction and Orientation Program is conducted for every new student as soon as practicable.
- All student welfare/support issues are to be reported immediately to the Campus Manager. The Campus Manager will refer the student to the most appropriate area for help.
- Student Contact Officer will be the point of contact for all students.
- All students have access to BMP student support services through their Student Contact Officer who will assess the students' needs and provide assistance as appropriate. Where internal support services are unable to meet the specific student's needs, Student Contact Officers have access to information regarding additional external student welfare services available locally.
- Where the nature of the concern is beyond the Student Contact Officer's experience and abilities, the student will be referred to an appropriate person/organisation for professional assistance.
- The Student Contact Officer responds to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refers the student to other staff members as appropriate.
- The Student Contact Officer assists with general welfare issues, through providing appropriate advice and direction. The Student Contact Officer is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.
- The Student Contact Officer records student services provided to each student within the student's electronic file.
- Trainers who notice any concerning changes in a student's behavior, attitude, health or general demeanor are to report their concerns to the Student Contact Manager for immediate follow up.
- The Student Contact Officer provides support for students who require additional counselling services and encourages students to utilise these services as appropriate.

Confidentiality

All information relating to Student Support Services will be treated as confidential and in accordance with BMP's Privacy and Data Protection Policy and Procedures.

BMP will maintain confidentiality to ensure that:

- No information will be released without the agreement of the individual or group involved.

Appeals

If the student is not satisfied with any decision relating to Student Support Services, the student has the right to appeal the decision. An appeal must be lodged in writing to The CEO within 20 working days from the date of the decision was taken.

The appeal should include the following details:

- the student's full name (family/surname and first name), and contact details,
- the nature of the decision or matter being appealed,
- the basis for the appeal,
- details of the specific outcome sought by the student, and
- copies of all relevant documents.

Further Information and Assistance

Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by BMP. Student assistance is available by contacting BMP front desk or Student Support team.

Students may make an appointment with the Campus Manager / Student Contact Officer for assistance with their request relating to this Policy and its related Procedures.

Contact details for BMP are outlined as follows:

Address:	Level 2, 47 Rickard Rd, BANKSTOWN NSW 2200
Phone:	02 9051 2436
Mobile:	0474 573 718

Issuance of Certificates Process

Purpose

Bright Minds Point (BMP) has implemented the following process to ensure consistency and accuracy in the issuance of Certificates, be they a full qualification or Statement of Attainment to ensure BMP is compliant with the Standards for Registered Training Organisations 2015 and to ensure Certificates are issued in line with the Australian Quality Framework (AQF).

BMP will only issue Certificates for courses that are within the RTO's scope of registration and will issue AQF certification documentation to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product, has no outstanding fees and provided their Unique Student Identifier (USI).

Policy

To comply with the relevant state legislation and Standards for Registered Training Organisations 2015, the BMP will certify a student by issuing the appropriate certification documentation once the student has completed all units of the course they enrolled into and has been assessed as competent.

For students who enrol into part of a course or do not complete the whole course, a Statement of Attainment may be issued stating only the units that have been completed and assessed as competent.

AQF certification documentation will be issued to a student within 30 calendar days of the student being assessed as competent and meeting all the requirements of the course the student is enrolled in, and providing all agreed fees the student owes to BMP have been paid and providing that student has given their USI to BMP.

Procedure

To ensure consistency in the issuance of certificates by BMP, the following procedure will be followed:

- BMP will ensure the student has successfully completed all course requirements for which they are enrolled in;
- Office Administrator collects Certificate Request Form from all students who have completed all units with a successful outcome (i.e. competent) against each compulsory unit. Forms completed by students who are requesting for a record of results due to withdrawal from the course or requesting for a replacement certificate are also processed at the same time.
- Office Administrator checks financial and academic details in Student Management System and confirms, by signing the form.
- Office Administrator confirms that a valid USI has been collected and verified.
- Office Administrator will print the testamur and record of results;
- The CEO or their delegate will sign the Certificate and record of results prepare the Certificate for posting (where applicable);
- Where practical, students will be handed their Certificates in person;
- All certificate numbers will be recorded as part of the student's records and entered into a register of AQF qualifications issued by BMP.
- The testamur issued by the BMP will:
 - Meet the requirements of the Australian Qualifications Framework (AQF);
 - Meet any requirements prescribed by the National VET Regulator;
 - have the following details:
 1. Logo
 2. Legal entity name and trading name
 3. Contact details for enquiries relating to the certificate
 4. ABN
 5. RTO number
 6. Student name of receiving the qualification
 7. Full qualification code and title
 8. Date issued
 9. Authorised signatory
 10. Nationally Recognised Training (NRT) logo
 11. Student number
 12. AQF Logo
 13. Certificate number
 14. Certificate issue date
 15. Company Seal

BMP will retain the client's records of attainment for units of competency and qualifications for a period of 30 years.

Replacement of Certificate Issuance Procedure

- Students requesting for the replacement of certificates issued must come to the college and complete an Application for Replacement Certificate Form.

- BMP will issue a certified copy of the original testamur or statement of attainment, with a "Replacement" label on the testamur.
- There is a fee applicable for issuing a replacement copy of the original certificate of statement of attainment. It may take up to 30 days to issue a replacement certificate.
- Completed request forms are forwarded to the CEO who will verify the original certificate issue details against the Certificate Issued Register.
- Once this verification is completed the CEO prints the testamur or statement of attainment.

Fraud Qualification Prevention Statement

The creation of fraudulent qualifications is a significant risk for the VET sector. BMP must have mechanisms in place to reduce fraudulent reproduction of its certification. BMP will protect their reputation by ensuring strong measures are in place to reduce the fraudulent issue of qualifications and statements of attainment, as people often judge the quality of an RTO by the competence of people who hold its qualifications.

At a minimum, BMP should include the RTO's seal, corporate identifier or unique watermark.

BMP also take steps to reduce the chance of fraudulent qualifications by:

- Not allowing third parties to create qualifications or statements of attainment on its behalf.
- The stationery used for certificates and seal labels are locked in CEO's office and only the CEO has access to these.
- Only the CEO and their delegate are authorised to develop and/or amended the testamur, statement of attainment or record of results templates.
- Student files are locked in a filing cabinet and the files are only accessible by authorised staff.
- All certificates will have unique certificate number
- All certificates and statements of attainment and record of results issued are signed by the CEO as the authorised signatory.
- The CEO signs all certificates and statements of attainment after staff members have completed academic and fees check.
- In the absence of the CEO, only delegated authority should sign testamurs and statements of attainment and record of results as the secondary authorised signatory.
- The qualification issued register is maintained by the CEO and only the CEO has access to this register.
- BMP keeps copies of certificates and statements of attainment and record of results in student file.

Further Information

Further Information can be found in the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework (AQF) and the National Vocational Education and Training Regulator Act 2011.

Provide Credit for Prior Studies

Purpose

One important feature of the Standards for Registered Training Organisations 2015 is the recognition of qualifications issued by other Registered Training Organisations (RTO) including Statements of Attainment.

Definition

Credit transfer is defined in the AQF as follows:

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

This is underpinned by the AQF definition of credit as follows:

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

Policy

Bright Minds Point (BMP) recognises all qualifications issued by any other RTO and the authenticated VET transcripts issued by the Registrar.

Students can apply for Credit Transfer by submitting their original Qualifications / Statement of Attainment and/or Record of Results and BMP Credit Transfer form.

Procedure

Application

Applications for Credit Transfer must be submitted prior to the commencement of the applicable course. Credit will not be approved once a course has been commenced.

Student completes 'Direct Credit Transfer' form, attaches certificates, record of results or statement of attainments, and submits to the Office Administrator, who then passes these to CEO or their delegate for assessment.

Authenticate the paperwork

CEO or their delegate checks that the qualification / unit listed on the certificate / SoA is on the scope of registration of the RTO which issued that certificate / SoA and also the issuing date. When in doubt, the CEO or their delegate contacts the RTO using email listed on the training.gov.au register.

Map to Units of Competency

CEO or their delegate counts the number of units granted for credit and declares it on the direct credit transfer form after this, the form is submitted to Office Administrator to process.

Calculate the cost of the proposed training

The Office Administrator contacts student to advise of the approval, and student must sign acceptance of credit granted and new fees.

Length of time required to complete the training

BMP provides training in designated timetables. Student will however not be required to attend classes for units that have already been acknowledged as a Direct Credit Transfer.

Unique Student Identifier Awareness Statement

Purpose

This statement is in place to ensure all staff and stakeholders are aware of the Bright Minds Point's (BMP) obligation under the Standards for Registered Training Organisations 2015 in relation to the implementation of a National Unique Student Identifier as of 1 January 2015.

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

National Unique Student Identifier Requirements

BMP is aware of its requirements under USI scheme and Total VET Activity Reporting.

Procedure

- BMP will require every enrolling student to provide their USI. This will be recorded within the Student Management System.
- The CEO, or their delegate, will verify the USI.
- BMP will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual.

Pre-Enrolment Information Policy

Purpose

The purpose of this policy is to ensure that:

- students are adequately informed about the services they are to receive from Bright Minds Point (BMP), their rights and obligations, and BMP's responsibilities under the Standards for Registered Training Organisations 2015
- BMP provides comprehensive, current and plain English pre-enrolment information on all of its courses prior to student taking enrolment through printed materials or through referral to its website.

Policy

BMP must provide prospective students with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment. This is to occur regardless of the manner in which the student has been engaged, and whether the student was initially engaged by BMP itself, its education agent or a third party.

Prior to enrolment, BMP must provide prospective students with the following information:

1. All requirements for acceptance into a course (entry requirements), including:
 - the minimum level of English language proficiency
 - educational qualifications or work experience required
 - age restrictions
 - course pre-requisites
2. Course details including:

- Full qualification code, title and its currency
 - CRICOS Course Code (CRICOS only)
 - Course content
 - Modes of study/delivery (including online or work-based training)
 - Assessment methods
 - Course duration and holiday breaks
 - Course qualification, award and other outcomes
 - Delivery locations
 - Any work placement arrangements and how it arranges this
 - Any materials or equipment students need to participate in the course
3. Campus locations and facilities, equipment and learning resources available to students
 4. If applicable, details of any arrangements with third-party (another provider, person or business) who will provide the course or part of the course, including:
 - Contact details
 - Bright Minds Point obligations to students in relation to quality training and assessment and the issuance of qualifications
 - Communication to students on changes to arrangements
 - What happens when third party closes or ceases to provide services
 5. Support services available to students and any costs associated with them
 6. BMP obligations including information that the BMP is responsible for the quality of the training and assessment and for the issuance of the AQF certification documentation.
 7. Student rights and obligations
 8. Complaints and appeals process
 9. The student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.
 10. If applicable, information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.
 11. Indicative tuition and non-tuition fees including advice on the potential for fees to change during the student's course
 12. Cancellation and refund policies
 13. Grounds on which the student's enrolment may be deferred, suspended or cancelled
 14. the ESOS framework, including official Australian Government material or links to this material online (for CRICOS purposes)
 15. Accommodation options and indicative costs of living in Australia (for CRICOS purposes)
 16. The requirements for satisfactory course progress for each study period (for CRICOS purposes)

Where BMP collects fees from the individual student, either directly or through a third party, BMP provides or directs the student to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to BMP; and
 - payment terms and conditions including deposits and refunds;
- the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- the student's right to obtain a refund for services not provided by BMP in the event the:
 - arrangement is terminated early; or
 - BMP fails to provide the agreed services.

Where there are any changes to agreed services, BMP advises the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Procedure

To ensure BMP complies with the SRTTO Standard 4 and National Code 2018 Standard 2.1:

- Pre-enrolment materials are drafted and checked using the 'Pre-enrolment Information Checklist'
- Pre-enrolment materials are approved by the PEO, or their delegate, prior to being distributed and/or published in/on any media.
- Copies of relevant documentation will be held in a marketing file.
- Formal engagement of any Education Agent or third party will include the provisions that they provide prospective students with marketing and pre-enrolment materials with sufficient information (in line with the requirements of this policy) so they can make an informed decision about studying with BMP. *Please refer to Education Agents Policy.*

Formalisation of Enrolment Policy

Purpose

The purpose of this policy is to ensure:

- that students wanting to enrol at Bright Minds Point (BMP) meet the course entry requirements specified in the course marketing materials
- BMP formally enters into written agreements with each student. This will be by way of letter of offer.
- BMP staff follows the enrolment procedure to formalise the student's enrolment.

Policy

BMP, prior to enrolment, evaluates each student's existing skills and competencies to determine whether they meet course entry requirements.

Course entry requirements include:

Academic qualifications	All students must show evidence of completion of Year 12 or equivalent
English Proficiency Requirements	<p>In addition to academic qualifications, overseas students must have English language proficiency and this can be demonstrated in any following ways:</p> <ul style="list-style-type: none"> • IELTS 5.5 or above • Pearson Test of English Academic (PTE) score of 42 or above • Test of English as a Foreign Language (TOEFL) paper based score of 527 or above • TOEFL internet based test score of 46 or above • Cambridge English: First or Advanced score of 162 or above • Completion of high school studies or above in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland • Minimum of 6 months of studies undertaken in English in Australia • Completion of ELICOS General English or EAP course in Australia at an Intermediate or higher level • Successful completion of BMP English Language Test
Minimum Age Requirements	All students must be over 18 years or over.

Pre-requisite Qualifications or Units Requirements	Some qualifications require students to complete pre-requisite qualifications or unit, for example an Advanced Diploma qualification may require students to complete a Diploma qualification. If this is the case, students will be need to show evidence that they have completed these pre-requisite qualification or units.
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Students will be informed of their course entry requirements by way of:

- Website and downloading course information
- Requesting a hard copy of course information
- Receiving information from an education agent

Once the assessment of entry requirements is completed, BMP will enter into a written agreement with each student prior to accepting any money from the student.

BMP ensures that the written agreements are written in accordance with the requirements outlined in Standards for Registered Training Organisations 2015 Standard 5 and National Code 2018 Standard 3.

BMP will not accept course money from any student until the student has signed or otherwise accepted the agreement.

BMP may accept course money received at the same time as the verification of acceptance (for example, if a student sends a signed acceptance with an accompanying payment or brings the payment along with the accepted agreement into the provider's office).

If BMP receives course money sent by mail (for example, by cheque or money order) before receiving the accepted written agreement, BMP will not use the money. BMP should immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the provider receives the accepted written agreement from the student.

BMP retains records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

Procedure

1. A prospective student applies for enrolment. This will usually be done via the website or by calling or visiting BMP office.
2. The prospective student submits their Application for Enrolment Form , Pre-Enrolment Evaluation Form and any associated evidence to support the application
3. If a prospective student calls the office with questions regarding their training, they should be addressed immediately and then, if appropriate, directed to the website for further information. If they cannot access the web, they will be sent further information
4. Once a prospective student submits their application, they will be assessed to ensure they meet BMP course entry requirements
5. Office Administrator shall check that the enrolling student is 18 years old or above by verifying the date of birth from passport or other relevant documents.
6. The Office Administrator shall ensure that all relevant enrolment paperwork (i.e. enrolment form, copies of qualifications, identification documents, pre-enrolment evaluation form) is submitted and seek clarification from the CEO or their delegate if unsure of anything.

7. The Office Administrator shall forward any skills recognition requests or additional support service requests to the PEO or their delegate for decision.
8. The Office Administrator is to use Pre-Enrolment Evaluation Form to record the assessment outcome
9. The student's details are then entered into the Student Management System and if Office Administrator assesses that student has met the entry requirements, he/she issues student with one of the following:
 - a. Conditional letter of offer where most entry requirements have been met and it will be possible for the applicant to meet the remaining entry requirements before commencement.
 - b. Unconditional Letter of Offer – all entry requirements have been met.
10. Offer Letters are sent along with the Student Enrolment Agreement and an invoice for initial payment.
11. If the prospective student cannot meet the relevant entry requirements they will be advised accordingly and provided guidance as to what further steps to take.
12. The Office Administrator shall ensure that the student has signed the enrolment agreement prior to accept the course money.
13. After receiving the payment, the Office Administrator forwards the confirmation of enrolment letter to the student. At this point, the Office Administrator creates student file.
14. A week prior to the course commencement, Office Administrator sends an email to students informing them of their course commencement and details of orientation.
15. The student then attends the orientation and commences training on the scheduled commencement date.

Academic Misconduct and Plagiarism Policy

Purpose

This procedure is to provide a systematic approach to the treatment of plagiarism in academic work at Bright Minds Point ('BMP'). This procedure sets out the processes for reporting, recording, adjudicating and penalising incidents of student plagiarism.

This policy:

- a. states BMP's unequivocal opposition to, and intolerance of, plagiarism and academic dishonesty;
- b. sets out the principles underpinning BMP's approach to plagiarism and academic honesty;
- c. identifies individual responsibilities for promoting the principles of academic honesty;
- d. provides for a transparent process for handling allegations of plagiarism and academic dishonesty by students enrolled at BMP;
- e. is to comply with the relevant standards of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
- f. is to comply with the relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

Scope

This policy and its related procedures apply to:

- a. All enrolled students of BMP;
- b. Prospective and current students on leave or on suspension;
- c. All staff members, prospective staff members and stakeholders of BMP;
- d. It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
- e. This document should be read in conjunction with other related policies.

Policy Statement

- a. BMP is committed to promoting academic integrity practices across its learning community. To this end, BMP supports the development of student academic integrity skills through a range of approaches, which include both discipline specific education, as well as making available BMP resources and providing access to tools that support good academic practice.
- b. Plagiarism is a form of cheating and is a very serious academic offence that may lead to exclusion from BMP. Plagiarised material can be drawn from, and presented in, written, graphic, auditory and visual form, including electronic data, and oral presentations. Plagiarism occurs when the origin of the material used is not appropriately cited.

General Student Plagiarism Principles

The objective of this procedure is to provide a positive learning environment for all students that encourages academic integrity, originality and literacy amongst students in a way that reflect the values of BMP and rewards academic excellence. This is undertaken by the following principles:

- a. Adequately and consistently educating students in how to correctly research, present and reference their work in an Australian educational environment.
- b. Ensuring that students are clearly informed of what constitutes plagiarism and that it is an unacceptable academic practice.
- c. Developing innovative approaches to assessment that may reduce the opportunities for students to plagiarise as well as promote better learning outcomes.
- d. Supplying students with information on how to avoid plagiarism and how to access information on correctly preparing their work.
- e. Providing a fair and consistent approach to managing cases of alleged plagiarism.
- f. Ensuring that the penalties for plagiarism are clear and readily understood by staff and students.

Policy

A. Academic Dishonesty

- a. For the purpose of this policy and its related procedures, academic dishonesty means seeking to obtain or obtaining academic advantage for oneself or for others (including in the assessment tasks) by dishonest or unfair means.
- b. Academic dishonesty includes, but is not limited to:

- i. recycling – that is, the resubmission for assessment tasks that is the same, or substantially the same, as work previously submitted for assessment tasks in the same or in a different unit of study (except in the case of legitimate resubmission with the approval of the assessor);

Note: Work which builds on work previously submitted in the same, or a previous, unit of study will not constitute recycling provided that such resubmission is allowed by the assessor and the previous work and the extent and nature of its use is acknowledged.

- ii. dishonest plagiarism;
- iii. fabricating data;
- ii. engaging another person to complete or contribute to an assessment task in place of the student;
- iii. submitting work for assessment which has been completed by another person in place of the student or to which the other person has made a contribution, whether for payment or otherwise;
- iv. accepting an engagement from another student to complete or contribute to an assessment task in the place of that student;
- v. communicating, by any means, with another candidate during an examination;
- vi. bringing into an examination forbidden material such as textbooks, notes, calculators or computers, where assessment conditions forbid;
- vii. attempting to read another student's work during an examination;

- viii. writing an examination paper, or consulting with another person about the examination, outside the confines of the examination room without permission;
- ix. copying from another student during an examination; and
- x. inappropriately using electronic devices to access information during an examination, where assessment conditions forbid.

B. Plagiarism

- a. For the purpose of this policy and its related procedures, plagiarism means presenting another person's work as one's own work by presenting, copying or reproducing it without appropriate acknowledgement of the source.
- b. Plagiarism includes presenting work for assessment, publication, or otherwise, that includes:
 - i. phrases, clauses, sentences, paragraphs or longer extracts from published or unpublished work (including from the internet) without appropriate acknowledgement of the source; or
 - ii. the work of another person, without appropriate acknowledgement of the source and in a way that exceeds the boundaries of legitimate co-operation.
- c. Plagiarism is unacceptable in academic work, even where it is not intended to deceive the assessor into believing that the work is original to the student, but instead arises from, for example:
 - i. poor referencing;
 - ii. error;
 - iii. inability to paraphrase; or
 - iv. inhibition about writing in the student's own words.
- d. Where plagiarism exists but intention to deceive cannot be established, the matter must still be handled in the manner specified in this policy and procedures.

C. Legitimate Co-operation

- a. Provided that it meets the requirements of this clause, any constructive educational and intellectual practice that aims to facilitate optimal learning outcomes through interaction between students constitutes legitimate co-operation. This includes:
 - xi. researching, writing or presenting joint work;
 - xii. discussing general themes and concepts;
 - xiii. interpreting assessment criteria;
 - xiv. informal study or discussion groups; and
 - xv. strengthening and developing academic writing skills through peer assistance.
- b. Co-operation is not legitimate if it unfairly advantages a student or group of students over others.

c. Legitimate co-operation is characterised by a process which:

- xvi. is transparent and open;
- xvii. is fair, with no unfair advantage to any particular student or group of students working together;
- xviii. advances student learning; and
- xix. results in students submitting work which demonstrates what they know.

Procedure

A. Responsibilities

Plagiarism, either intentional or unintentional, is a practice which contradicts BMP's values of effort, excellence and integrity. There is an expectation that students will prepare and submit work that is their own, and where appropriate, acknowledge the work of others.

- a. All academic work at BMP requires the use of recognised referencing styles. Those styles acceptable to BMP are detailed in the [BMP Harvard Referencing Guide](#). Assessment tools must specify within the description which style is to be used from the [BMP Harvard Referencing Guide](#).
- b. In the absence of instruction in the course description, students should use a style from the [BMP Harvard Referencing Guide](#).
- c. If the student fails to adhere to these requirements with respect to referencing, they may be considered to have:
 - i. poorly referenced, in which case the Course Coordinator will apply marking/grading penalties;
 - ii. unintentionally plagiarised, and needs to be educated and/or penalised in accordance with the Management of Unintentional Plagiarism section of this policy and procedures;
 - iii. plagiarised, and be penalised in accordance with this policy and procedures.

B. Bright Minds Point Responsibilities

- a. Make accessible to staff and students BMP's legislation, policy and procedures concerning plagiarism;
- b. Establish processes to support the consistent implementation of BMP's policy and procedures relating to plagiarism;
- c. Set a benchmark standard for the presentation and proper referencing of academic work;
- d. Provide processes for students to appeal decisions arising from plagiarism;
- e. Provide appropriate education for all students in how to correctly research, present and reference their work in the Australian educational environment;
- f. Provide International students with cultural education and practical training in relation to expectations and referencing practices in the Australian educational environment;

- g. Provide student support through the provision and use of software to allow students to develop their academic literacy skills and self-assess the content of their assessments prior to submission;
- h. Support and educate staff in the development and implementation of innovative approaches to assessment that may reduce the opportunities for students to plagiarise as well as promote better learning outcomes; and
- i. Maintain confidential records of previous breaches.

C. Academic Department Responsibilities

- a. Ensure the legislation, policy and procedures of BMP concerning plagiarism are known and implemented within the department;
- b. Support the use of appropriate referencing techniques;
- c. Provide secure assignment drop off and collection facilities / channels; and
- d. Provide information to students on acceptable referencing practice, including the required referencing style.

Educative strategies to include:

- a. Creating awareness of BMP's commitment to academic honesty by inclusion of a statement concerning academic honesty in Unit Descriptions;
- b. Inclusion in Unit/Course Descriptions of links/references to BMP's policy/legislation on plagiarism and student conduct;
- c. Advice to students on protecting their own work from theft/copying.

D. Staff Responsibilities

- a. Know and consistently implement the legislation, policy and procedures of BMP concerning plagiarism;
- b. Provide information to students about referencing requirements that are relevant to assessment task;
- c. Provide information to students about referencing techniques and practice;
- d. Be vigilant and consistent in the identification of possible plagiarism;
- e. Provide transparent and consistent feedback to students about issues relating to referencing;
- f. Take all reasonable precautions for the security of all student work within their keeping; and
- g. Model best practice referencing in own practice.

Preventive strategies to include:

- a. Design assessment tasks that lessen the opportunity for cheating/plagiarising. For example:
 - i. Use assessment task topics that rely on analysis and evaluation rather than collection and description;
 - ii. Do not set the same assignment topic repeatedly;
 - iii. Use alternatives/variations to standard assignments. e.g. require students (or a sample of students) to submit progress or non-final reports on their assignments or require students to make a brief presentation (a form of invigilation) in class on their assignments;
 - iv. Where feasible make use of an oral examination;
 - v. Avoid an excessive number of assessable tasks.

Ask students for evidence that they have not cheated/plagiarised. For example:

- a. Ask students to provide library site and call number of all sources and/or include the date they accessed a particular website;
- b. Collect an annotated bibliography before an assignment is due;
- c. Ask students what they learned from a particular task.
- d. Making positive use of collaborative work having provisions to counter 'free riders'.
- e. As appropriate, using invigilated assessments.

E. Student Responsibilities

- a. Make every effort to reference correctly and not plagiarise;
- b. Understand and comply with the legislation and procedures of BMP regarding plagiarism and seek help if unclear about the requirements;
- c. Be familiar with, and apply, the relevant and acceptable referencing style;
- d. Ensure that all sources of information are appropriately acknowledged;
- e. Take responsibility for the work that is submitted which includes taking precautions to ensure work cannot be copied, in whole or part; and
- f. Actively engage and seek academic support or self-educate based on feedback provided by staff.

Detection of Plagiarism

A. If it is suspected that plagiarism has occurred, there are a number of strategies for checking assessable work:

- a. Use text, image or other media matching software;
- b. Ensure all websites listed in the bibliography are current and contain the information cited;

- c. Review journal articles listed in the bibliography for the information cited; and
- d. Conduct a keyword or phrase search using a search engine, or use plagiarism detection software.

Detection strategies for staff to include:

- a. Becoming educated about the electronic resources available to students;
- b. Using search engine(s) to find sites that students are likely to find by using a likely search phrase;
- c. Letting students know of their awareness of particular sites;
- d. Making use of detection software and other deterrents;
- e. Responding quickly to incidents of cheating/plagiarising in accordance with the relevant policies and procedures.

B. Plagiarism Determination

- a. The general principle when enforcing plagiarism policy and procedures is to ensure fairness and students' well-being as much as possible. The aim is to educate and foster stronger learning environments, not to blindly punish.
- b. Prior to reporting plagiarism, the assessor, in discussions with the Academic Manager, needs to consider issues such as:
 - i. the magnitude/seriousness of the plagiarism;
 - ii. the likely intent of the student(s) plagiarising;
 - iii. potential for educating the student(s) involved;
 - iv. detrimental impacts should the student(s) be reported, such as stress or other studies;
 - v. fairness for both the student(s) that have plagiarised and those that have not;
 - vi. when regarding referencing, students should be considered as novice learners if they are enrolled in their first year of studies and/or have not been in a learning environment for some time.

Example:

Students provided tabbed text as a block quote and omitted a few citations through oversight or a lack of knowledge. In consultation with the Academic Manager, the assessor rates the magnitude of the issue to determine whether it is enough to warrant the charge of plagiarism and put the student through the plagiarism process.

C. Unintentional Plagiarism

- a. Unintentional plagiarism occurs when students use the words or ideas of others but fail to quote or give credit, usually because they do not know how.

Examples of unintentional plagiarism include:

- omitting a citation or citing inaccurately;

- paraphrasing by only changing a few words without changing the sentence structure of the original text;
- changing the sentence structure but not the words; and
- putting quotation marks around part of a quotation but not around all of it.

b. Reporting Unintentional Plagiarism

If the assessor, in consultation with the Academic Manager, is of the opinion that the student(s) has unintentionally plagiarised, they need to consider implementing one or more of the following actions:

- i. Confirm if the student has been previously reported for unintentional or intentional plagiarism.
- ii. If the student has been previously reported for plagiarism, then the assessor, in consultation with the Academic Manager, will treat it as Intentional Plagiarism and implement the applicable clauses in this policy and procedures.
- iii. If this is the student's first unintentional plagiarism incident, the assessor is to proceed to the follow actions:
 - Educate student(s) about plagiarism.
 - Use examples to discuss what plagiarism is, why it occurs and how the student can avoid plagiarism.
 - Review and/or teach skills such as summarising, paraphrasing, critical analysis, argument development, referencing and citation.
 - Explain how using these skills effectively can reduce the instances of plagiarism. Offer student(s) academic support services for further training and assistance.
 - Encourage student(s) to use plagiarism detection software before assignments are submitted.
 - Explain to the student(s) the meaning of the plagiarism, collusion and cheating on the orientation day.
 - Organise re-assessments for the student(s).
- iv. Warnings and outcomes must be communicated in writing to the student(s).
- v. In serious cases, where it appears the student(s) intention was to gain an unfair advantage over other students, and in the opinion of the assessor, the above actions would not maintain fairness for other students, then the assessor may decide to formally report the student(s) for plagiarism.

D. Intentional Plagiarism

- a. Intentional plagiarism occurs when a student knows that he or she is passing off someone else's words, material, works or ideas as their own in order to gain an advantage or avoid work. Purchasing pre-written research papers is one of the most blatant forms of intentional plagiarism. Other examples include copying an essay or article from the

Internet, online source, or electronic database without quoting or giving credit, and cutting and pasting from more than one source to create a paper without quoting or giving credit.

- b. Where plagiarism is identified, it will be necessary to decide:
 - i. Whether the plagiarism should be dealt with at an informal or a formal level; and
 - ii. If a formal response is required, the level of response which is appropriate
- c. This decision requires a determination as to whether the alleged plagiarism is significant or not.
- d. When an assessor suspects an instance of plagiarism, the following steps will be taken:
 - i. The assessor who is marking the assessment task or assessing will initially assess the degree of plagiarism, considering how much material was plagiarised and how much it impacted on the work presented as original.
 - ii. The assessor will inform the Academic Manager, who will assist in determining whether there is plagiarism and, if so, whether it is non-significant plagiarism or significant plagiarism.
 - iii. In determining whether plagiarism is non-significant or significant, and assessing its seriousness, consideration is given to the student's apparent level of intention to deceive. The level and effect of that intention will be the primary consideration in determining penalties or further action.
 - iv. If the plagiarism in the assignment or project is judged as non-significant the Academic Manager and the assessor will discuss this with the student, will listen to the student's viewpoint and, if appropriate, issue a verbal warning to the student. The matter will also be noted on the student's file and a copy of the note will be provided to the student.
 - v. If the plagiarism in the assignment or project is judged as significant, the Academic Manager and the assessor will discuss this with the student. The student will be given advance notice of the purpose of the meeting and may bring a support person to the interview.
 - vi. The purpose of the interview will be to determine whether and how much plagiarism has occurred and gives the student the opportunity to respond. If requested, the student will be given the opportunity to respond in writing before any decision is taken regarding penalties.
 - vii. During the interview, should the student's work be confirmed as containing plagiarism, the range of likely penalties will be discussed. Depending on the level of significance of the plagiarism:
 - the student may be given a Not Yet Competent for the assessment task, be given verbal advice on avoiding plagiarism.
 - the student may be required to undertake an additional assessment task in that unit, or to re-submit the original assessment task after re-working it.
 - the most serious cases of significant offences could be considered as serious misconduct and, after investigation, penalties could include failure in the course and exclusion from BMP.

- viii. In all these cases, the matter will be noted on the student's file and a copy of the note will be provided to the student.
- ix. If a student disagrees with the penalty issued as a result of an allegation of plagiarism, the student may submit a grievance under BMP's Complaints and Appeals Process Policy and Procedures.

E. Examples of plagiarism

- a. Below are some examples of plagiarism:
 - i. Material copied verbatim from text and source acknowledged but represented as paraphrased.
 - ii. Material paraphrased from text without acknowledgement of source.
 - iii. Material copied from another student's assignment with the knowledge of the other student.
 - iv. Material copied verbatim from text without acknowledgement of the source.
 - v. Same assignment submitted more than once for different units.
 - vi. Assignment written by a third party and represented by student as their own work
 - vii. Assignment copied from another student's assignment or other person's paper without the person's knowledge.

[Extract from Walker, J, 1998, 'Student Plagiarism in Universities: What are We Doing about it?' Higher Education Research and Development, vol 17, no 1, pp 89-105]

- b. Plagiarism does not only apply with text-based work. For example, it is plagiarism to use someone else's artwork in a design without acknowledgement and, where applicable, seeking permission.

Confidentiality

- A. All information relating to students regarding plagiarism and collusion will be treated as confidential.
- B. BMP will maintain confidentiality to ensure that:
 - a. No information will be released without the agreement of the individual or group involved.

Appeals

- A. If the student is not satisfied with any decision relating to the incidents of Plagiarism and Collusion, the student has the right to appeal the decision in accordance with the Complaints and Appeals Process Policy and Procedures. In this event, BMP will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- B. An appeal must be lodged in writing to the Student Services Officer within 7 working days from the date of the decision was taken.
- C. The appeal should include the following details:

- a. the student's full name (family/surname and first name), student number and contact details,
 - b. the nature of the decision or matter being appealed,
 - c. the basis for the appeal,
 - d. details of the specific outcome sought by the student, and
 - e. copies of all relevant documents.
- D. An appeal may not proceed if:
- a. no reasonable grounds are stated for the appeal,
 - b. no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
 - c. the student has not ensured that they are in a position to receive all notifications from BMP. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by BMP, or
 - d. the appeal is lodged outside the 7-working day timeline specified above.

Student Disciplinary Policy

Purpose

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Procedure

Bright Minds Point (BMP) seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
 - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Management System.
 - b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.

3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the CEO, or their delegate.

NOTE: BMP reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Course Credit Policy for Overseas Students

Purpose

The purpose of this policy is to ensure Bright Minds Point (BMP) appropriately recognises course credit when applied for by overseas students and has a process for the granting and recording of course credit.

It also ensures BMP has a way to provide a record of the course credit to the student and ensure it is signed or otherwise accepted by the student, and placed it on the student's file.

Policy

Course credit is defined by the National Code 2018 as follows:

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning'

Under this policy, BMP will provide applicants with the opportunity to apply for credit prior to Application for Enrolment or during the initial part of the course.

BMP will recognise past study and life experience and assess these aspects against the units and training package requirements in accordance with its 'Recognition of Prior Learning (RPL) Process' (SRTO clause 1.12)

BMP recognises VET qualifications and/or Statements of Attainment issued by other Registered Training Organisations (RTOs) in accordance with the process of "Provide credit for prior studies" (SRTO clause 3.5).

BMP provides a written record of course credit outcome to the overseas students to accept and retains the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Procedure

Students complete 'Application for Enrolment' for and indicate whether they wish to apply for course credit.

Based on the information provided by the student, the Office Administrator advises students on the kind of application they will need to complete and follows the relevant process i.e. 'Recognition of Prior Learning' process or 'Provide Credit for Prior Studies Process'

Students should be made aware that incomplete applications may result in a rejection and/or delay in processing of the application.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

PRISMS Notification

Any course credit offered by Bright Minds Point which leads to a shortening of the overseas student's course, must be reported on PRISMS - The Provider Registration and International Student Management System

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the Confirmation of Enrolment (CoE) issued for that student for that course.
- if the course credit is granted after the student visa grant, report the change of course duration in PRISMS under section 19 of the ESOS Act.

Critical Incident Policy

Policy

In the event of a critical incident, Bright Minds Point (BMP) recognises that appropriate processes must be in place to ensure the provision of all necessary support services.

This document outlines BMP policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that BMP has:

- An effective approach in responding to critical incidents as they occur;
- Appropriate support and counselling services available to those affected;
- Appropriate training and information resources provided to staff.

Under Standard 6 of the National Code 2018, BMP must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of Standard 6 is to ensure that appropriate support services are available to international students to ease the transition into life and study in Australia and allow access to appropriate assistance for the student as needed.

Under Standard 6.8 BMP must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

1. Principles

BMP recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

2. Definition

A critical incident is defined by the National Code as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

3. Critical Incident Team / Coordinating Group

When a critical incident occurs, the PEO, or their delegate will call a meeting with the appropriate staff to form a Critical Incident Team.

The Critical Incident Team is responsible for:

- assessing risks and response actions
- liaison with emergency and other services
- contact with students' relatives and other appropriate contacts
- liaison with other external bodies, such as home stays, carers or foreign embassies, and
- counselling and managing students and staff not directly involved in the incident.

4. Action Plan

The Critical Incident Team will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies.

This will include:

- creating and disseminating a plan and its procedures
- a review of the plan, and
- staff development and training.

5. Media Management

A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

6. Reporting and recording of incident and action taken

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires BMP to notify the DET and the Immigration department as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

All aspects of the incident and its management will be recorded on the student files.

7. Follow-up and evaluation

BMP staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds. A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the Critical Incident Team and/or other stakeholders.

8. Resources

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

Overseas Student Transfers Policy

Purpose

The purpose of this policy is to detail the policy and procedure for assessing applications to

transfer to or from Bright Minds Point (BMP) in accordance with the requirements of National Code Standard 7 (Overseas student transfers)

Definitions

Principal course of study - The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses. (Source: National Code 2018)

Policy

Overseas Student Transferring to BMP

Under this policy BMP will not enrol any transferring overseas student prior to completion of 6 months of their principal course unless:

- the releasing provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing provider has agreed to the overseas student's release and recorded the data of effect and reason for release in PRISMS.
- any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change.

Overseas Student Transferring from BMP

If a student wishes to transfer from BMP, it will agree to that transfer request because the transfer is in the student's best interests, including but not limited to where the BMP has assessed that:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that BMP intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- there is evidence of compassionate or compelling circumstances
- BMP fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by BMP or an education or migration agent regarding BMP or its course and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Circumstances for refusing the request

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, include:

- if the transfer may jeopardise the student's progression through a package of courses.
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- if the student is trying to avoid being reported to the Immigration for failure to meet the provider's academic progress requirements.
- Student owes tuition and/or non-tuition fees to BMP.
- Student's request is based on employment and/or migration related issues
- BMP considers the transfer to be not in student's best interest

Response Timelines

BMP assesses and replies with reasons within 2 weeks of receiving a written request for release via BMP's approved form. In case of refusal, the student will be given advice on appeals.

Refund of Fees

If a student transfers to another provider, any refunds of course fees paid will be in accordance with the refund policy.

Information Provided to Students and Staff

This policy is provided to both students and staff via student handbook.

BMP does not enrol students under the age of 18

BMP does not enrol students under the age of 18, so standard 7.3 does not apply

Procedure for assessing student's request to transfer to BMP

BMP receives an application from a student who has indicated that they are currently studying at another institution.

If the student provides evidence of the following, then the transfer requirements are met

- the releasing provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing provider has agreed to the overseas student's release and recorded the data of effect and reason for release in PRISMS.
- any government sponsor of the overseas student considers the change to be in the student's best interests and has provided written support for the change.

BMP uses PRISMS records to verify if the student has completed 6 months of their principal course or their principal provider released the student and indicated this in PRISMS. Copy of the student visa is also used to ascertain what the principal course is and when the student arrived in Australia.

If they have not met the above points, the application process is stopped and the student informed of their options e.g. to request a release from their principal provider.

Students can be provided with a "conditional" offer which clearly states that an offer of a place is conditional upon obtaining release from their principal provider.

Procedure for assessing student's request to transfer from BMP

Students make a written request using the college approved form to the CEO/PEO, or their delegate to transfer to another provider.

The student is asked to provide supporting documentation including, but not limited to, a valid offer of enrolment from the new institution.

With the valid offer of enrolment, the BMP will assess the transfer request considering the following questions:

- Does the student have any outstanding fees payable?
- Is the student fully aware of the study issues involved in the transfer?
- Is the student simply trying to avoid being reported to the Immigration department unsatisfactory course progress
- is the transfer going to jeopardise the student's progression through a package of courses
- Is student using reasons such as employment or migration issue to transfer
- Has the student recently started studying the course and the full range of support services are yet to be provided or offered to the student

If the answers to the above are satisfactory and in accordance with this policy and the transfer is in the best interest of the student, then BMP releases the student at no charge to the student and indicates this in PRISMS. The student will also be advised of the need to contact the Immigration department to determine if they need to obtain a new visa. BMP reports student's termination of

If any of the answers are unclear, the CEO/PEO, or their delegate will need to interview the student and gain a full understanding of the circumstances.

The CEO/PEO, or their delegate will make a recommendation if they believe the request should be refused or agreed.

The CEO/PEO, or their delegate will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process if they seek a review of this decision.

BMP will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the BMP, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

BMP maintains records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Monitoring Course Progress

Purpose

The purpose of this policy is to ensure Bright Minds Point (BMP):

- monitors overseas students' course progress for each course in which they are enrolled so that they are in a position to complete the course within the expected duration specified on their CoE (Confirmation of Enrolment).
- identifies and supports those overseas students who are at risk of not meeting course progress requirements.
- extends the duration of an overseas student enrolment in certain circumstances and advise them of potential impacts on their student visa
- informs overseas student before they commence the course of the requirements to achieve satisfactory course progress in each study period

Definitions

'Compulsory study period' is a study period in which a student must enrol unless granted a deferment or suspension. It is two terms (26 weeks) including holiday breaks for all courses at BMP. A term consists of two blocks of 5 weeks each.

'Unsatisfactory course progress' is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements (units) in a compulsory study period.

'Course progress breach' occurs when overseas student maintains unsatisfactory course progress in two consecutive compulsory study periods.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- Any other matters considered by BMP

PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers (source: National Code 2018)

Policy

BMP informs overseas students, before they commence the course, of the requirements to achieve satisfactory course progress in each study period.

BMP monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled.

BMP assesses each student's course progress at the end of each compulsory study period.

BMP implements an intervention strategy for any student who is not making satisfactory course progress.

BMP extends the duration of the overseas students' enrolment if they are unable to complete the course within the expected duration, only if:

- there are compassionate or compelling circumstances based on supporting evidence provided by the overseas student, or
- BMP implemented intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred

BMP advises students, in case of approved course extensions, to contact the Immigration department to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

BMP gives the overseas student a written notice as soon as practicable after the course progress breach has occurred which:

- notifies the overseas student that BMP intends to report the overseas student for unsatisfactory course progress
- informs the overseas student of the reasons for the intention to report
- advises the overseas student of their right to access BMP's complaints and appeals process within 20 working days of the date of the notice.

BMP reports overseas students' course progress breach in PRISMS in accordance with the section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the BMP's decision, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period of the decision, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying BMP in writing.

Policy for Deferring, Suspending or Cancelling a Student's Enrolment

Purpose

This policy outlines documented process for assessing, approving and recording a deferment of the commencement of study or suspension or cancellation of study requested by an overseas student and the circumstances where Bright Minds Point (BMP) may defer, suspend or cancel a student's enrolment.

Definitions

'Deferral' means postponing the commencement of enrolment before the start of the course

'Suspension' means to temporarily put studies on hold during the course

'Cancellation' – Withdrawing the enrolment in the course either before starting the course or during the course

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- Any other matters considered by Bright Minds Point

PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers (source: National Code 2018)

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;

- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

'Misbehaviour' by student includes but not limited to:

- acts of dishonestly
- harasses or intimidates another student, a member of staff, a visitor to BMP, or any other person while the student is engaged in study or other activity as a BMP student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- interferes with students or staff
- preventing or disrupting learning
- disobeying/failing to comply with legal requirements
- misusing, damaging or stealing BMP property or the property of others
- altering/defacing BMP documents or records
- prejudices the good name of BMP, or otherwise acts in an improper manner
- obstructing any member of staff in the performance of their duties
- breach of enrolment conditions
- providing false or misleading information to gain enrolment
- cheating, plagiarising or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead trainer/assessor about their knowledge, ability, or the amount of original work they have done.

Policy

All requests for deferral, suspension or cancellation of enrolment initiated by students must be in writing. BMP will not accept verbal requests from students.

Students can request to defer their studies due to:

- Delays in student visa grant (offshore students)
- Failure to complete a unit or course which is either an entry requirement or pre-requisite of the course to be commenced
- Compassionate or compelling circumstances

Students can request to temporarily suspend their enrolment if there are compassionate or compelling circumstances.

BMP may defer a student's enrolment for a course when a course is not currently offered.

BMP may suspend or cancel the enrolment of a student, including but not limited, on the grounds of:

- misbehaviour by the student
- the student's failure to pay, by the due date, an amount he or she was required to pay BMP to undertake or continue the course as stated in the written agreement
- breach of course progress requirements by the overseas student, which must occur in accordance with 'Monitoring course progress' policy and procedure

Students have the right to appeal a decision by BMP to defer, suspend or cancel their enrolment and BMP will not report the change in enrolment in PRISMS until the internal complaints and appeals process is completed unless extenuating circumstances exist.

BMP will inform the student that deferring, suspending or cancelling enrolment may affect his or her student visa and they must seek advice from the Immigration department on the potential impacts on their student visa

BMP will report the change to the overseas student's enrolment as a result of deferral, suspension or cancellation in PRISMS in accordance with section 19 of the ESOS Act.

BMP provides this policy in the Student Handbook which is made available to on its website, and the grounds for deferral, suspension or cancellation are outlined in the written agreement. This is policy and procedure is also explained to students during the orientation.

Student initiated deferment or suspension

Students wishing to defer or suspend their enrolment must complete an 'Application to defer or suspend enrolment' form and submit supporting evidence. Prior to applying to defer or suspend their enrolment, students must ensure that they have paid any outstanding fees.

The Office Administrator assesses the application and supporting documentation against the requirements of this policy. A decision is made after the Office Administrator discusses this matter with relevant staff and, if necessary, with the student's agent.

While deferring the enrolment, the Office Administrator considers the best possible commencement date based on the reasons provided by the student; however as a general rule it can always be the next available intake for the course.

While suspending the enrolment, the Office Administrator considers the student's current timetable to determine if the extension to enrolment is required.

If the decision is to approve the deferral or suspension request, student admin staff amends all affected enrolments in PRISMS in accordance with section 19 of the ESOS Act and emails students with the outcome of the decision along with copies of new CoEs.

If the decision is to reject the deferral or suspension request, student admin staff emails the outcome of the decision and informs students of the appeal process.

A written record should be maintained of all decisions made (approve/reject) and the reasons for it. These records are to be maintained in student's file. Electronic records are to be maintained in the Student Management System.

Student initiated cancellation

Students requesting to cancel their enrolment must first speak to the Office Administrator to discuss their situation and explore support options

If student still decides to cancel the enrolment, the student will be given the 'Application to cancel enrolment' form and is advised of the supporting documentation that must be submitted.

Student will also be notified that the cancellation may affect their student visa. If BMP accepts the reasons for cancellation request then all current and future enrolments will be cancelled.

If BMP rejects the cancellation request, student will be notified of the result and the process for appeals.

Student will be advised to refer to their signed enrolment agreement for refunds related enquiries.

Procedures for BMP initiated suspension or cancellation

After receiving a report of misconduct, non-payment advice or unsatisfactory course progress advice, the CEO/PEO shall call for a meeting to discuss the issues with staff involved. The

CEO/ PEO shall also seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved. Based on the discussions and finding, the CEO/PEO shall decide whether an enrolment suspension or enrolment cancellation is warranted.

During the misconduct discussion/investigations, student involved must be treated fairly with due regard to their privacy.

Only the CEO/PEO makes the final determination of suspension or cancellation of student's enrolment.

Student will be informed of the BMP's decision to suspend or cancel the enrolment in writing stating the reason for the decision and reaffirming the student's right to the appeals process within 20 working days.

BMP shall maintain the student's enrolment if the student chooses to access BMP's complaints and appeals process except in the case of extenuating circumstances

The CEO/PEO will not report the suspension or cancellation of enrolment in PRISMS until the internal complaints and appeals process is completed unless extenuating circumstances exist.

Supporting documentation not in English

If any of the supporting documents are not originally in English, BMP may request that they be translated by a registered NAATI translator (<http://www.naati.com.au/>)

BMP will not request that this be done if it has an employee or education/migration agent who can translate the documents adequately to understand what has been submitted.

BMP will not accept documents translated by any other party where it does not have the in-house ability to assess whether the translation is a fair and accurate reflection of the original document.

Procedures

Procedure for informing students of the course progress requirements before they commence the course

This policy is provided to students prior to enrolment via student handbook (available on college website).

A link to student handbook is contained within each overseas student's written agreement. Student must acknowledge and sign the written agreement.

The following key points are discussed during student orientation.

- course timetables, compulsory study periods and assessment due dates
- requirements for achieving satisfactory course progress
- steps students can take to maintain satisfactory progress
- policies relating to academic misconduct and their impact on course progress
- processes for recording and assessing course progress requirements
- processes to identify overseas students at risk of unsatisfactory course progress
- details of the intervention strategies to assist at risk students
- processes for determining the point at which the overseas student has failed to meet satisfactory course progress

BMP provides each enrolled student a course timetable during orientation which outlines the units for each compulsory study period.

After the completion of the orientation, student must acknowledge and sign the orientation declaration form.

Procedure for recording student unit outcomes and early intervention

- All course timetables are entered into the Student Management System (SMS) before each term commences and students are allocated into these timetables.
- Two weeks after the block, trainers/assessors provide unit results and feedback to the admin staff for input into SMS.
- These results are verified by the PEO/CEO or their delegate before they are notified to students.
- Admin staff sends 'Results notification' email from SMS to all current students. In this email, students with 'Not Yet Competent' result are advised to attend an intervention meeting (this is called early intervention) with the PEO/CEO or their delegate.
- During this early intervention meeting:
 - if students disagree with the results and wish to appeal, they are provided with information on appeals process. If student appeals the decision, then admin staff receives the appeal and appoints a different assessor to review the assessment or
 - if student requests for reassessment, then arrangements for this will occur. If student is deemed "Not Yet Competent" after the re-assessment, then student will be advised to re-enrol in the unit at his/her own cost. If a student is required to repeat a unit.
- A dairy note is created in SMS with details on support provided to the student.

Procedure for assessing course progress and determining the point at which the student has failed to meet satisfactory course progress

Two weeks after the end of block, once results are verified, admin staff run unit results reports from the Student Management System which provides details of students and their academic performance (not yet competent unit results percentage) in multiple study periods.

The reports are submitted to the PEO/CEO or delegate, who in turn creates a list of all students who maintained unsatisfactory course progress. If the unsatisfactory course progress has occurred in one study period only, an 'unsatisfactory course progress warning' email from SMS will be sent to the student to attend a formal intervention meeting with the CEO/PEO.

During the formal intervention meeting, the PEO/CEO will:

- review the following records:
 - class participation
 - completed assessments
 - deferral/suspension
 - staff notes in SMS
- consider the following matters:
 - Compassionate or compelling circumstances including critical incidents impacting student's course progress and any support required
 - Activation of formal intervention strategy to assist student to maintain satisfactory course progress
 - Impact of approved deferrals or suspensions on student's course progress
 - Extension of course duration due to any or all of the above matters

The following intervention strategies are considered based on the identified issues

- Where appropriate, assess the suitability of the course
- Where applicable, advise attending extra tutorials
- If personal issues present, advise attending counselling
- Advise additional work to be undertaken within an agreed timeframe using the customised study timetable
- Advise on the completion of all outstanding assessments according to an agreed assessment schedule
- If any assessments require reassessments, provide the opportunities for students to be reassessed
- Remind the consequences if student maintains unsatisfactory course progress in 2 consecutive study periods
- If required, course extension to allow student to repeat units.

Student will have to sign the Intervention Strategy Report to indicate that he/she understands and agrees with the Intervention Strategy. From this point, student is required to adhere to the intervention strategy and any failure will result in a warning letter being issued to the student, and continued failure will be deemed as erratic course progress and this may result in cancellation of the enrolment.

The CEO/PEO creates an intervention record in SMS and maintains a copy of the Intervention Strategy Report and all supporting documentation in student's file.

The CEO/PEO will follow up the progress of the student at times discussed with the student.

Procedure for notifying students of unsatisfactory progress in two consecutive study periods

Two weeks after the end of block, once results are verified, admin staff run unit results reports from the Student Management System which provides details of students and their academic performance (not yet competent unit results percentage) in multiple study periods.

The reports are submitted to the PEO/CEO or delegate, who in turn creates a list of all students who maintained unsatisfactory course progress. If the unsatisfactory course progress has occurred in two consecutive study periods, an 'notice of intention to report unsatisfactory course progress' email from SMS will be sent to the student to attend an intervention meeting with the CEO/PEO.

The written notice of 'intention to report the student for unsatisfactory progress' must inform the student the reasons for its decision and that he or she is able to access the complaints and appeals process and the student has 20 working days in which to do so.

If a student fail to contact the college within a week of the email, admin staff attempt to contact student by phone to check whether they have received the email. This is recorded in SMS.

The CEO/PEO will note and set a reminder in a calendar when 20 working days has lapsed and check if an appeal has been lodged.

If no appeal has been lodged, they will proceed to report the course progress breach in PRISMS.

If an appeal has been lodged, the appeals process as per BMPs Complaints and Appeals Policy and Procedure will begin.

BMP reports overseas students' course progress breach in PRISMS in accordance with the section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the BMP's decision, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period of the decision, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying BMP in writing.

Procedure for monitoring progress to ensure students complete their course within the expected duration of their CoE

Overseas students are monitored during course progress monitoring whether they are able to complete their course within expected duration of their CoE

BMP may only extend the CoE duration in very specific circumstances only if:

- there are compassionate or compelling circumstances based on supporting evidence provided by the overseas student, or
- BMP implemented intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred

Student files will be maintained to include the following documentary evidence:

- documents relating to any compassionate and compelling circumstances that have interfered with a student's ability to complete the course within the expected duration

- documents relating to any approved deferment or suspension
- documents that relate to a student's poor academic progress and action taken to intervene.

Legislation Awareness Statement

Purpose

This statement is in place to ensure both internal and external stakeholders are aware of the Bright Minds Point (BMP's) obligation under various Commonwealth and State legislation, in relation to education and training services.

Providing information to staff and trainers / assessors will ensure BMP provides a safeguard against accidental breaches. Providing relevant legislative information to students will ensure they are well informed regarding their rights and obligations as well as their responsibilities related to their study.

Policy

BMP employees, contractors and students are made aware of their obligations to observe the relevant State and Commonwealth laws.

BMP requests all employees and contractors to confirm and declare their awareness and understanding of the existence of that legislation by undertaking their induction program

BMP's students are made aware of any legislation that may affect their training during their orientation by the admin staff and during the delivery of their course by their trainers/assessors.

Equal Opportunity and Anti-Discrimination

- [Equal Opportunity in Employment Act 1992 \(Qld\)](https://www.legislation.qld.gov.au/view/pdf/asmade/act-1992-010)
 - <https://www.legislation.qld.gov.au/view/pdf/asmade/act-1992-010>
- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005
- Age Discrimination Act 2004 (Commonwealth)
- [Disability Services Act 2006 \(Qld\)](https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-2006-012)
 - <https://www.legislation.qld.gov.au/view/pdf/2017-06-05/act-2006-012>
- Anti-Discrimination Board - <http://www.lawlink.nsw.gov.au/ADB>
- Anti Discrimination Commission Queensland - <https://www.adcq.qld.gov.au/>
- Australian Human Rights Commission - <http://www.humanrights.gov.au>

Workplace Health and Safety

- Workplace Health and Safety Act 2011 (Qld)
- Workplace Health and Safety Act 2011 (NSW)
- Safe Work NSW - <http://www.safework.nsw.gov.au>

- Work Safe QLD - <https://www.worksafe.qld.gov.au/>

Privacy and Protection of Personal Information

- Privacy Act 1988 (Commonwealth)
- Privacy Regulations 2013 (Commonwealth)
- Australian Privacy Principles (APPs) and Guidelines
- Office of Australian Information Commissioner - <http://www.oaic.gov.au>

Copyright

- Copyright Act 1968 (Commonwealth)
- The Copyright Regulations 1969
- <https://www.communications.gov.au/what-we-do/copyright>
- Australian Copyright Council – <http://www.copyright.org.au/>
- Guide to copyright issues for education providers - <http://www.smartcopying.edu.au>

Industrial Relations

- Fair Work Act 2009
- National Employment Standards
- Education Services (Post-Secondary Education) Award 2010
- Fair Work Ombudsman - <http://www.fairwork.gov.au>

Vocational Education and Training

- National Vocational Education and Training Regulator Act 2011
- VET Quality Framework
- ASQA General Directions
- Unique Student Identifier Scheme
- National VET Regulator (ASQA) – www.asqa.gov.au
- Department of Education – www.education.gov.au

Education Services for Overseas Students (ESOS)

- The Education Services for Overseas Students Act 2000 (Commonwealth)
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (Registration Charges) Act 1997
- The Education Services for Overseas Students (TPS Levies) Act 2012
- Education Services for Overseas Students (Calculation of Refund) Specification 2014
- <https://internationaleducation.gov.au/Pages/default.aspx>
- <https://www.asqa.gov.au/cricos-registration>
- Overseas Students Ombudsman - <http://www.ombudsman.gov.au/about/overseas-students>