

2019 Student Handbook



HANDBOOK DISCLAIMER

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or CHARLTON BROWN policy may impact on the currency of information included. CHARLTON BROWN reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting CHARLTON BROWN

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of CHARLTON BROWN. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

CHARLTON BROWN
Brisbane Campus
60 Gloucester Street
Spring Hill QLD 4006, Australia
61-7-3216 0288
info@charltonbrown.com.au

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Phone: +61 7 3216 0288
Email: enrolments@charltonbrown.com.au

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WELCOME TO CHARLTON BROWN

As a society, we're judged by the way we treat our most vulnerable. At every stage of life, we all have fundamental rights and needs to be met in order to participate in a dignified life. Without well-educated and quality carers, the most vulnerable people in our society are put at risk. When people are cared for with dignity and given the respect they deserve, we help to build caring communities and better societies overall.

It's our mission here at CHARLTON BROWN to develop exceptional care professionals who enrich the lives and communities of those they support. To develop the exceptional carers our communities need, we ask one simple question - "Would I like this person caring for my loved one?"

That guiding philosophy is why we're now leading the way as a specialist provider of training and education in the child care, aged care, disability and community services sector. Our reputation, both here in Australia and globally, speaks for itself as we've been producing the world's best carers for more than 32 years.

At CHARLTON BROWN, we believe in the power of care to change lives and we're passionate about sharing that belief with our students.

Your Studies

At CHARLTON BROWN, we believe learning is a life long journey and that everyone deserves the opportunity for a rich and fulfilling career, at every stage of their life. We're here to unlock your potential and to provide opportunities for realising your true purpose.

If you're looking for an opportunity to be employed in an industry that's dedicated to improving quality of life, at every stage of life, CHARLTON BROWN is the ideal place to get qualified.

Whether you're just starting out in the care industry or you'd like to upgrade your established skills and knowledge, it's essential to choose an industry trusted training provider with a solid track record of getting people qualified and employed within the industry. Over a proud 32-year history, CHARLTON BROWN has developed more than 17,000 quality graduates who now work across every facet of the Health and Social Assistance sector.

We believe in touching lives and connecting people which is why at CHARLTON BROWN you're not just a number, you're a person. As a student, we empower you to discover your own passion for caring which will ultimately drive your success in a rewarding career caring for and supporting others.

Real world learning

Qualifications at CHARLTON BROWN provide the ideal balance between the latest theory and essential practical skills to ensure our graduates are well prepared for their new career in the service of their communities. With our industry experienced and highly qualified trainers and assessors, we're able to provide our students with the best available learning experience through intentionally small class numbers in our modern Brisbane based campus.

You can start your studies on campus, or from home with the flexibility of choosing study hours to balance your life, study and work commitments.

On behalf of all the staff at CHARLTON BROWN we welcome you and thank you for choosing to study with us.



Troy Yue
Director



BECOMING A CARE CRUSADER

We know care – we're Care Crusaders.

We believe care makes the world work.

We believe care is what makes us human.

Care is the greatest gift – everyone should have a dignified, fulfilled and happy life.

We develop the world's best carers by focusing on feelings as well as functions, hearts as well as hands and passion as well as process.

We teach the carers, empower the carers, inspire the carers.

We care for the carers. We believe care is a calling.

We believe everyone, across all ages and life-stages, deserves the right to quality care.

We believe we're judged by the way we treat our most vulnerable.

We will teach and mentor the passionate ones, the compassionate ones, those with wise heads and warm hearts.

We teach people to walk in their patient's slippers.

We want to add life to years, not just years to life.

Why care? Because he's not just another child, he's your baby.

Why care? Because she's not just another elderly lady, she's your mother.

We're care champions.

We're Care Crusaders.

We're CHARLTON BROWN.



ABOUT US

CHARLTON BROWN is a leading provider of education across the fields of child care, aged care, community services and disability care. Established in 1985 by founders Clare Charlton and Meryn Brown, CHARLTON BROWN has an outstanding local, national and global reputation as a leader in community care education. As Queensland's 2016 Small Training Provider of the Year and Australia's 2015 International Training Provider of the Year, CHARLTON BROWN is well recognised as a leading provider of industry approved qualifications that are nationally and internationally recognised,

Throughout a proud 33-year history, CHARLTON BROWN has provided qualifications for more than 17,000 care professionals by paving the way for students across Australia to study with us at our Brisbane-based college.

Qualifications at CHARLTON BROWN provide the ideal balance between the latest theory and essential practical skills to ensure our graduates are well prepared for their new career in the service of their communities. With our industry experienced and highly qualified trainers and assessors, we're able to provide our students with the best available learning experience through intentionally small class numbers in our modern Brisbane based campus. We also offer and secure employment placements for many of our graduates through our highly-valued care industry partners and our market-leading recruitment programs.

CONTACTING US

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with CHARLTON BROWN.

Campus Location

The CHARLTON BROWN main campus is located in Brisbane, Australia.

60 Gloucester Street
Spring Hill Brisbane QLD 4006
Australia

T: +61 7 3216 0288

F: +61 7 3252 8061

W: charltonbrown.com.au

LEGISLATION

As a Registered Training Organisation (RTO), CHARLTON BROWN is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *The Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, CHARLTON BROWN abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Access and Equity*
- *Assessment Policy and Procedure*
- *Complaints and Appeals Policy and Procedure*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work (including harassment and bullying)*
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Workplace Health and Safety*

CHARLTON BROWN is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- comlaw.gov.au which is the Australian Government website for Commonwealth Law
- asqa.gov.au which is the website for the regulator of Australia's vocational EDUCATION AND TRAINING (VET) SECTOR

CODE OF CONDUCT

CHARLTON BROWN's Code of Conduct describes the ways in which students participate and grow within the CHARLTON BROWN community. This community includes all students, trainers and staff, visitors and volunteers, and industry partners who offer our students opportunities for vocational practical placement. All students should ensure they are familiar with this Code and apply these principles during their studies at CHARLTON BROWN.

A copy of the Code of Conduct is available at charltonbrown.com.au

OTHER POLICIES AND PROCEDURES

The following policies and procedures underpin CHARLTON BROWN's operations:

- Access and Equity Policy
- Admission Policy and Procedure
- Appeals Policy
- Assessments Policy and Procedure
- Complaints and Appeals Process
- Critical Incident Policy
- Fees and Charges
- Marketing Policy
- Privacy Policy
- Recognition of Prior Learning
- Refund Policy and Procedure
- Workplace Health and Safety Policy

PRIVACY

CHARLTON BROWN strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, gender, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

For further information please read our Privacy Policy available on our website: charltonbrown.com.au

Access to Your Records

If you wish to access your student information file, please direct your enquiry to the **Student Services and Administration Manager** by emailing studentservices@charltonbrown.com.au.

ENROLMENT

The enrolment process may vary depending on the type of qualification you intend to study and any applicable subsidies or loans that may be available to you. During the enrolment process, information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

An application form must be submitted, together with any required identity documents. A CHARLTON BROWN Enrolments Officer will then step you through the enrolment process including Recognition of Prior Learning (RPL) or credits that you may use towards your course and other special training needs. Information on the Admission Policy and Procedures for different enrolment types can be found on our website: <https://www.charltonbrown.com.au/policies-procedures-forms/>

Once all admission processes have been completed, you will be issued with a Letter of Offer for the qualification you have applied for. Note that enrolment is not confirmed until fees have been paid as agreed. Once the Enrolment Process is finalised, you will receive information regarding your course commencement.

Enrolment Dates

CHARLTON BROWN has various enrolment options available including operating on a system of rolling start dates. This means for some enrolment types and qualifications you are able to enrol and start studying straight away.

For students studying through the VET Student Loan scheme, you should be familiar with your census dates. Read the 'VET Student Loan' section in this handbook.

Entry Requirements

Please contact CHARLTON BROWN to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course

- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as police check or Working with Children Check

Entry requirements per course level are included in the following policies and procedures: <https://www.charltonbrown.com.au/policies-procedures-forms/>

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, CHARLTON BROWN cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-usi> for more information,

and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, CHARLTON BROWN will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Access and Equity

CHARLTON BROWN will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. CHARLTON BROWN prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

CHARLTON BROWN will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at CHARLTON BROWN to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact our Student Welfare Officer on +61 7 3216 0288.

Other Support Services

CHARLTON BROWN is at all times concerned for the welfare of its students. The college has a full-time Student Welfare Officer who is available to help with guidance, appropriate resources and support strategies for personal, academic or career goals and challenges.

Further external support services include:

Lifeline

13 11 14

lifeline.org.au

Beyond Blue

1300 22 46 36

beyondblue.org.au

Salvation Army

13 SALVOS (13 72 58)

salvos.org.au





Student ID Card

All enrolled full-time on-campus students are eligible for a Student ID card. You must also apply for Concessional Fares with TransLink at: gocard.translink.com.au/webtix/tickets-and-fares/go-card/online/concession/step-one

Please note that there is a \$15 fee to replace lost or damaged CHARLTON BROWN student cards.

Fees

Information about fees and charges will be provided to you prior to enrolment. Several factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full-time, part-time, face-to-face, correspondence etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of April 2017 and are subject to change. Please contact CHARLTON BROWN if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like a Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (humanservices.gov.au).

Payment Options

Payment of course fees can be made to CHARLTON BROWN via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or CHARLTON BROWN withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on accounts@charltonbrown.com.au to discuss options.

Students enrolled under a VET Student Loan must refer to the VET Student Loan section of this handbook to obtain information relevant to them.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, CHARLTON BROWN may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact CHARLTON BROWN Accounts as early as possible to discuss your options. Email accounts@charltonbrown.com.au

Refunds

CHARLTON BROWN has published its various refund policies and procedures which apply to different enrolments on our website: charltonbrown.com.au.

Please contact us on info@charltonbrown.com.au to discuss individual circumstances.

VET STUDENT LOAN

If you are accessing a VET Student Loan to assist with the tuition fees of higher level education and training qualifications, CHARLTON BROWN recommends that you read information in conjunction with the VET Student Loan information available in our website <https://www.charltonbrown.com.au/vet-student-loans/>

COURSE INFORMATION

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials.

You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- A combination of the above

Duration

How long your course will take depends on several factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

Vocational placement requirements, if applicable to the course, are included in the published course duration. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

COMPETENCY BASED TRAINING

Competency Based Training (CBT) is an approach to teaching for all nationally recognised training in the vocational education and training sector that focuses on what a person does in the workplace and how competence in this work can be formally achieved by completing a program of training, or by recognition of workplace experience and learning. CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/performance the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

CHARLTON BROWN has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

CHARLTON BROWN staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by CHARLTON BROWN. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Apprenticeships and Traineeships

CHARLTON BROWN gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and CHARLTON BROWN. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Third-Party Arrangements

When CHARLTON BROWN enters into a third-party arrangement whereby the third party provides training and assessment on behalf of CHARLTON BROWN, you will be informed of:

- Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the CHARLTON BROWN's behalf; and
- Learner's rights, including if the CHARLTON BROWN, or a third party delivering training and assessment on its behalf, closes or

ceases to deliver any part of the training product that the learner is enrolled in; and

- CHARLTON BROWN remains responsible for the quality of the training and assessment in and for the issuance of the AQF certification documentation

RECOGNITION PROCESSES

CHARLTON BROWN offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact studentservices@charltonbrown.com.au to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency..and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: skillsrecognition.net.au/key-terms)





Credit Transfer

CHARLTON BROWN recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact our enrolment team at enrolments@charltonbrown.com.au

Foundation Skills

All training and assessment delivered by CHARLTON BROWN contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

VOCATIONAL PLACEMENT

Vocational placements provide students with the opportunity to apply the theory and skills they have learned while studying in a professional workplace.

Under these arrangements students can gain the skills they need to transition successfully from study to work, while giving industry the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Some of CHARLTON BROWN's qualifications and units of competency will have specific requirements for number of hours required for you to work in an industry regulated workplace.

Through a practical assessment, your assessor determines your ability to perform the required skills. Evidence will be collated by a supervisor.

The nominated workplace supervisor will verify the skills of the student in the workplace via the Skills Assessment. CHARLTON BROWN requires that the supervisor must hold qualification equal to or higher than the qualification the student is enrolled in who is willing to provide support and verify competency. Additionally, the nominated workplace supervisor, must work alongside the student.

Whilst Vocational Placement is unpaid work, you will be considered an additional staff member. CHARLTON BROWN holds the necessary insurances to cover unpaid students. Students MUST hold a “Working with Children Check” and/or Police Check before commencing.

Please note that Vocational Placement is not required for students who are undertaking Business and Leadership courses.

Discipline	Type of Check Required
Early Childhood & School Age Children	Working with Children Check
Aged Care & Home and Community Care	National Police Check
Disability	Working with Children Check & National Police Check
Community Services	Working with Children Check & National Police Check
Youth Work	Working with Children Check & National Police Check

PREGNANCY

A student who falls pregnant has every right to continue her studies and will be supported as required by CHARLTON BROWN. However, for most of CHARLTON BROWN courses, vocational placement in an accredited educational or community service facility will be required to complete the course requirements. Aside from manual handling, the vocational placement will require contact with clients and facility members that may pose risks to fetal development and to the student. You should be aware that, due to associated risks, many venues have the right to determine whether they will accept pregnant students on placement.

If you are pregnant or suspect you are pregnant, you are encouraged to inform your CHARLTON BROWN Trainer immediately so we may advise you on further requirements for vocational placement. You should also inform your treating medical practitioner of your work role, and seek advice on the diseases relevant to their pregnancy, their immunity status and precaution for infection control.

A letter from your General Practitioner (GP) stating it is safe for you to continue with the vocational placement. If your vocational placement is in Early Childhood Education and Care you will also be required to sign a ‘Cytomegalovirus (CMV) Waiver Form’.

ASSESSMENT INFORMATION

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. If, **after three resubmits** your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to your trainer/assessor for more information. All of the staff at CHARLTON BROWN will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by CHARLTON BROWN. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to

form an assessment response

- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

In the event that plagiarism is discovered then the offending assessment involved will be deemed as being "not yet competent" You will be instructed to resubmit a completed and compliant assessment and may be provided with formal counselling, a verbal and written warning and cancellation of your enrolment if required.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. CHARLTON BROWN expects that you use the Returning to Learning guide which will be provided to you upon commencement of your course. In this guide, referencing requirements for student work using the APA referencing style is preferred.

Complaints and Appeals

Whilst as a student, you can lodge a complaint or an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

The CHARLTON BROWN Complaint and Appeal Policy and Procedure is available on our website: <https://www.charltonbrown.com.au/policies-procedures-forms/>

COURSE PROGRESS

CHARLTON BROWN monitors the course progress of students and is proactive in notifying and counselling students who do not fulfil progress requirements.

Students are made aware of the academic progress requirements through the enrolment processes, including orientation and throughout the program.

Please refer to <https://www.charltonbrown.com.au/policies-procedures-forms/> for the Monitoring Course Progress Policy.

DEFERMENT, SUSPENSION AND CANCELLATION

A student can apply in writing for deferment, suspension or cancellation of their studies including leave of absence, if they have good reason to do so based on the grounds of compassionate and compelling circumstances.

CHARLTON BROWN may defer, suspend or cancel enrolments due to misbehaviour of the student or extenuating circumstances.

Students have right to appeal a decision by CHARLTON BROWN to defer, suspend or cancel their studies. Please refer to Complaints and Appeals Policy and Procedure available at: <https://www.charltonbrown.com.au/policies-procedures-forms/>.

ATTENDANCE

CHARLTON BROWN encourages 100 % attendance in all required classes and course requirements. Poor attendance is associated with poor academic progress, therefore monitoring attendance will help CHARLTON BROWN identify students at risk of disengagement and allow opportunities for intervention for students who are experiencing difficulties.

Attendance requirements will be specified for each course prior to commencement.





STUDENT SUPPORT

CHARLTON BROWN offers academic and non-academic student support services to all students.

Please read our Student Support policy which is available on our website: <https://www.charltonbrown.com.au/policies-procedures-forms/>

STUDENT CONDUCT

Just as CHARLTON BROWN has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

CHARLTON BROWN views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and well-being of others
- Intentionally damaging equipment and/or materials belonging to CHARLTON BROWN and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused

- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our **Complaints and Appeals Policy and Procedure**.

All students are provided with the CHARLTON BROWN Student Code of Conduct prior to commencement.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at CHARLTON BROWN. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard to a CHARLTON BROWN staff member immediately

Smoking, Drugs and Alcohol

CHARLTON BROWN is a smoke-free environment. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on CHARLTON BROWN premises, to use CHARLTON BROWN facilities or equipment, or to engage in any CHARLTON BROWN activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Dress Code

Learning at CHARLTON BROWN campus prepares students for employment and further education. As such students are expected to dress in a manner that is neat, clean, inoffensive and safe at all times and in a manner that would be expected in the workplace. Therefore, while representing the College on campus or in the workplace, students must wear appropriate clothing and practice good personal hygiene.

In general, clothing that is likely to offend others in terms of lack of decency, modesty or cleanliness,

or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others is not acceptable.

The following are not permitted while on Campus and in the workplace:

- Hats in class
- Clothing with offensive messages or pictures
- Short skirts or shorts
- Very sheer blouses
- Halter tops or other tops that expose the midriff
- Low-cut tops/blouses that expose cleavage
- Backless dresses.

Shoes should be appropriate and meet all necessary workplace health and safety standards. When attending vocational placement, shoes must be completely enclosed—no open toe or backless shoes. Thongs, sandals and stilettos are not permitted on vocational placement. Students are responsible for their own footwear.

To adequately prepare you for placement, we also encourage students to uphold the same footwear code in their study environment as would be expected in the workplace.

A high standard of personal hygiene should be maintained. It is important to consider the comfort of other students and staff on Campus and in the workplace.

Training Room Behaviour

CHARLTON BROWN requires behaviour in any of its training rooms, including online environments, to be conducive to promoting a positive learning environment, a cooperative spirit and harmony. CHARLTON BROWN is committed to providing a learning environment free of discrimination and harassment. Any conduct or behaviour which causes a disturbance, affront or offence by any student/course participant may result in that person(s) being removed from the training room by an authorised representative of CHARLTON BROWN.

STUDENT FEEDBACK

CHARLTON BROWN is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

ISSUING CERTIFICATES

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course.

This meets the compliance requirements as set for CHARLTON BROWN and other RTOs in the Standards for RTOs 2015.

If for some reason CHARLTON BROWN ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

REFERENCES

Please note it is a policy of CHARLTON BROWN not to provide students with references, testimonials or similar. This also includes our Trainer Assessors providing verbal and/or written references of student's performance.

GRADUATION

CHARLTON BROWN hosts an annual graduation ceremony. This is an opportunity for you to celebrate your success with your classmates, family and friends.

Invitations to the ceremony are emailed in October/November of each year with the ceremony held in early December. Any student who has been awarded a CHARLTON BROWN qualification since the previous year's ceremony will receive an invitation.

Please ensure you keep your email address up to date so you don't miss out on receiving your invitation! Email studentservices@charltonbrown.com.au to update your details.

ARTICULATION

CHARLTON BROWN Diplomas and Advanced Diplomas can provide up to one year academic credit towards a university bachelor degree. CHARLTON BROWN has formal articulation arrangements with the following universities:

- Australian Catholic University
- Bond University
- Griffith University
- Torrens University
- University of Southern Queensland

Our current articulation agreements can be found on our website.





www.charltonbrown.com.au

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RTO Code 2508