



BRIGHTEN
CAREERS INSTITUTE

STUDENT BOOKLET

BRIGHTEN CAREERS INSTITUTE

STUDENT SUPPORT TEAM
CONTACT@BRIGHTENCAREERS.COM.AU



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WELCOME TO BRIGHTEN CAREERS INSTITUTE

Dear Students,

It is with great delight that we welcome you to Brighten Careers Institute (BCI) one of Australia's newest Training Organisations located in the heart of Sydney's CBD providing highly flexible industry related training and TAFE NSW English programs.

At Brighten Careers Institute we take pride in taking a student centric approach to delivering world class learning. Study at a convenient and individual pace with our flexible study schedule that tailors your learning to your busy lifestyle.

Our mission is to provide innovative learning by empowering individuals with the skills and knowledge to succeed in a range of diverse industry and enterprise contexts.

Developed in consultation with leading industry professionals who work with Institute staff to mentor students in applying complex business theory, our courses prepare you for the reality of industry today.

Our interactive and engaging courses can be used as a career pathway into a multitude of varying industries, which blend independent and collaborative learning styles, whether on campus or a mixture of online and face-to-face course delivery.

With regular intakes and an easy enrolment process, we congratulate you on taking the next step in your academic career to broaden your horizons.

On behalf of our training and student support teams we wish you every success and we look forward to supporting you throughout on your unique academic journey.

Catherine Nam
Chief Executive Officer



BRIGHTEN
CAREERS INSTITUTE



INTRODUCTION

Thank you for choosing Brighten Careers Institute. This handbook is designed to provide you with information that will assist you in getting the most out of your training during your time with Brighten Careers Institute.

Some important things to know about us:

- Brighten Careers Institute courses are open to all students.
- We provide clear advice to students regarding program selection, application and orientation.
- Our selection practices are at all times ethical, responsible and consistent with the requirements of courses.
- We ensure that equity and access principles are observed during application and selection processes.

Brighten Careers Institute uses a flexible learning and assessment approach to enable you to study in a way and at a pace that suits your learning needs and life situation. For successful program completion, you need to commit yourself to completing the learning contents and tasks as guided by your teacher. This will involve organising your time to plan for your learning. We are here to assist you in any way that we can.

Prior to applying your program, you have an opportunity to discuss the training program you have chosen and have access to the information in this Handbook with one of our staff. If you have any questions, please contact Brighten Careers Institute.

CONTACT DETAILS:

- Email: contact@brightencareers.com.au
- Phone: (02) 9223 6658
- Fax: (02) 9223 7365
- Postal Address: Suite 3, Level 5, 12-14 O'Connell Street, Sydney NSW 2000, Australia
- Website: <http://brightencareers.com.au/>

RELEVANT LEGISLATION

We work hard to meet these requirements. There are a range of these requirements that affect each and every one of us in our roles, as described more fully throughout this Handbook. These include:

- Work Health & Safety Act 2011
- Anti-discrimination Act 1997
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Privacy Act 1998

We regularly access the relevant websites, such as:

- NSW Acts and Regulations <http://www.legislation.nsw.gov.au>
- Commonwealth legislation <http://www.austlii.edu.au>

Please visit our website <http://brightencareers.com.au/> if you require further information about our policies and procedures.



PROGRAMS

Brighten Careers Institute offers industry related training such as Business Fundamentals, Hospitality, Sales & Marketing and Health Care including internships and study tours in association with the TAFE NSW English programs.

We offer a range of industry relevant courses that are continually customised and revised in order to meet the needs of our students within a global market.

Upon successful completion of our online or face-to-face programs, you will be issued with a certificate of participation.

On completion of TAFE NSW English programs, you will be issued with a Certificate of Completion issued by TAFE NSW.

ENROLMENT

Brighten Careers Institute (BCI) has open, fair and transparent procedures, based on merit for making decisions about:

- The selection, from among prospective Students; and
- The treatment of students.

To enrol in a program at BCI, you are required to participate in an application process.

This process includes completing an application form. You may obtain an Online and Downloadable Application Form from our website at <http://brightencareers.com.au/> or contacting us on (02) 9223 6658 for further assistance.

Certain programs may have entry requirements for students, and these may change from time to time.

Visiting our website is a great way to ensure you have the most current information about the courses we offer and course entry requirements of each.

BCI's student selection process is completed in a timely, ethical and responsible manner, and enrolments will only be accepted where the applicant meets the published entry requirements. Final enrolments may be conditional upon the provision of proof of completion of pre-requisite criteria or upon other factors detailed in an offer to a student. Failure to meet the conditions of offer shall result in the withdrawal of the offer and cancellation of the enrolment.

BCI reserves the right to cancel the application of any person where the application was made based on incomplete or inaccurate information supplied by the applicant or a certifying authority.



COPYRIGHT ACKNOWLEDGEMENT

It is a condition of enrolment that you acknowledge and agree that all copyright and other intellectual property rights, in the materials provided to you as a student, remain the property of the lawful owner/proprietor and do not, at any stage, vest in you, the student.

ORIENTATION

You will be provided with an orientation at the commencement of your program.

In the orientation, we will be:

- Introducing our staff and resources available to you.
- Outlining training information including learning resources.
- Checking the support services available offered by BCI, especially for those who might require additional language, literacy or numeracy support.
- Access to information about assessments, complaints, appeals and other information that will be helpful on your program.

Please inform Student Support Team at enrolment, or your trainer, upon commencement if you have any language, literacy or numeracy concerns.

If you require help with literacy and numeracy you can also contact support services such as the Reading, Writing Hotline: 1300 655 506.

STUDENT SERVICES

It is important for students to have the assistance they need to complete their training program. BCI has a compassionate approach to the needs of students and will endeavour to provide student support either from our internal resources or refer students to an appropriate external agency. Should you be experiencing any difficulties with your studies, please discuss this with your trainer or a staff member.

Useful support contacts include:

- Police/Fire/Ambulance 000
- Telephone Interpreting Services 13 14 50
- Alcohol and Drug Information Service 1800 422 599
- Poisons Information Centre 13 11 26
- Family Drug Support hotline 1300 368 186
- Lifeline 24-hour counselling and information 131 114
- NSW Literacy & Numeracy (02) 9514 3478
- Men's Line Australia 1300 789 978
- Pregnancy Counselling Australia 1300 737 732
- Salvation Army Salvo Care Line 1300 363 622



WORKPLACE HEALTH AND SAFETY (WHS)

Each student is responsible for ensuring the health and safety of their environment by:

- Making themselves aware of the relevant policies, procedures and instructions.
- Complying with all policies, procedures and instructions.
- Taking reasonable care of themselves and others in the workplace.
- Co-operating with BCI staff to enable them to carry out their duties in accordance with relevant WHS legislation.
- Reporting all known or observed hazards, incidents and injuries.

BCI will provide a WHS briefing prior to commencement of face to face training.

ACCESS, EQUITY and FAIR TREATMENT

Brighten Careers Institute operates in accordance with and its personnel are aware of and implement the relevant legislative and regulatory requirements, in its dealings with partners, employees, prospective employees, and with clients.

BCI will meet the needs of individuals, and the community through the integration of access and equity guidelines. These are incorporated into BCI's operational procedures and we prohibit discrimination towards any group or individuals in any form.

BCI will ensure that equity principles are implemented through the fair allocation of resources and the right to equality of opportunity without harassment, bullying and discrimination. Programs are designed and wherever possible facilities set up to enhance flexibility of delivery to maximize the opportunity for access and participation by clients.

Flexible Learning

Students have different learning needs and therefore, BCI delivers programs through different mode of delivery to suit the student needs.

Delivery modes may include:

- Online and;
- Face-to-face

Depending on the course, your course may also involve:

- Group based sessions / workshops
- Online based sessions / workshops
- Research projects
- Self-paced learning
- Site visits
- Presentations



Flexible learning procedures are an important part of offering our students support in their learning process. Please contact our Student Support Team, we will endeavour to customise our learning processes to best meet your needs.

Prior to the application process, please talk with your Education Advisor who advise you on how learning can be customised for the specific courses you are completing.

This process is called reasonable adjustment and may address (for example):

- The scheduling of the learning sessions
- Providing self-paced learning experiences
- Negotiating workplace learning projects
- Providing learning materials that meet your individual needs and reflect your current workplace activities
- Allowing for a variety of assessment methods and tools
- Providing flexible assessment to meet specific physical needs

BCI uses the principles of flexible delivery to maximise the opportunity for students to access information for learning.

STUDENT PARTICIPATION

During class time, students are expected to participate by answering questions, giving opinions, demonstrating tasks, working with others, making presentations, and engaging in role plays if required.

BCI monitors students' program progression and interventions by our Trainers will be given if the progression was not satisfactory.

Students who may require intervention include:

- Those who fail to attend classes without prior notification
- Those who do not try to communication with their trainer

To maintain healthy academic progress:

- Attend all training sessions and pay attention to the work and activities undertaken
- Study the skills and knowledge that are taught and imparted in training sessions
- Make an appointment with your Trainer or Student Services if you are having any difficulties with your studies.

BCI promotes our students comply with the following principles at all times:

- Respect other students and the trainer
- Feel free to contribute but let everyone have their say
- Not to cause disruption to the training and assessment process
- All work must be the original work of the student



BCI expects the honesty and integrity from our students in any matters dealing with our Trainers, BCI staff and other students. This is especially important in the verification that a student's work is genuinely his or her own. This environment of mutual respect and understanding is important to foster a positive learning experience, and it is all our responsibilities.

All students are also asked to comply with the policies and procedures of Brighten Careers Institute as outlined in the Student Handbook. For students, these do not replace or override the policies and procedures of the workplace where the student is employed, but rather apply only in regard to their training program with us.

LEARNING MATERIALS

Brighten Careers Institute supplies each student with one complete set of learning materials including online access, learning resources including reading and assessment tools as applicable. Recommended learning resources are also communicated to students.

COURSE ASSESSMENT

To determine whether a student has met the requirements of the program, the student will receive an acknowledgement of passing the program. To complete the training program, students must meet the student participation requirements.

APPEALS and COMPLAINTS PROCEDURES

If a student is not happy with a program they enrolled into, they have the right to discuss any of their issues with our dedicated Student Support Team.

These issues should be discussed with the Training Manager, in the first instance, as soon as possible. If a student makes a complaint about any matter other than course work, the Student Support Officer, to whom it is reported, will attempt to resolve it immediately. For more information about Complaints and Appeals, visit our website.

COURSE FEES, CHARGES and REFUND POLICY

This policy ensures that 40% of the fees paid by a student who wishes to study an online Brighten Careers Institute program will be non-refundable no matter the cancellation reasoning.

Similarly, \$500 of the fees paid by a student who wishes to study a face-to-face Brighten Careers Institute Professional Skills Development Program will be non-refundable no matter the cancellation reasoning.

Your course fees must be paid by the due date specified in the Acceptance of Enrolment Agreement otherwise a late payment administration fee of \$100 will be charged.

Brighten Careers Institute collects fees from Individual students, providing information prior to enrolment or the commencement of training, whichever comes first specifying:



All relevant fee information including:

- Fees that must be paid;
- Payment terms and conditions including deposits and refunds

Student's right to obtain a refund for services not provided in the event that:

- Arrangement is terminated early
- Brighten Careers Institute fails to provide agreed services

COURSE FEES and CHARGES INFORMATION

Course Fee

- You are required to pay your course fee upon enrolment, preferably prior to course commencement. You will receive an Acceptance of Enrolment Agreement stating the course fee breakdown along with the payment schedule for the relevant course.
- A copy of the Acceptance of Enrolment Agreement will be sent to you and a copy kept on your file.
- After the Acceptance of Enrolment Agreement is signed, the student will receive an invoice for their course. The student has 14 days to pay the invoice.

Receiving payments

- You can pay your course fees by direct deposit, credit card and Electronic Fund Transfer.
- A transaction fee of \$0.55 + 1.65% from the total purchase amount per transaction will apply for credit card payments
- The invoice number must be added as a bill reference, this will ensure that we identify the payee against the payment.

*Please note: Your fees are **payable within 14 days** of receipt of the invoice.*

All course fees must be paid to Brighten Careers Institute Pty Ltd before your class begins. You will not be allowed into the class if you have not paid your tuition fees and this may lead to loss of attendance. Please keep your receipt as proof of payment.

Bank Details:

Account Name	Brighten Careers Institute Pty Ltd
Bank Name	Westpac Banking Corporation
BSB #	032-002
Account #	904261
Bank Branch	60 Martin Place, Sydney NSW 2000, Australia



Direct Debit Declaration

1. Where the due date does not fall on a business day and there is uncertainty whether sufficient cleared funds will be available to meet the direct debit request (DDR), you are to contact the financial institution directly and ensure that sufficient cleared funds are available.
2. You understand that if you need to change your direct debit arrangements or cancel or defer a debit payment, please contact our Student Support Team immediately prior to the next debit day to authorise a change to your arrangements in writing.
3. You understand that you can stop or cancel the regular direct debit request any time by giving Brighten Careers Institute or your financial institution 14 days written notice.
4. If at any time you feel that a direct debit against your nominated account is inappropriate or wrong, it is your responsibility to notify us or your financial institution as soon as possible.
5. Direct debiting through Bulk Electronic Clearing System (BECS) is not available on all accounts. You can check your account details against regular statements or check with the financial institution as to whether you can request a direct debit from your account.
6. It is your responsibility to ensure that there are sufficient cleared funds in your nominated account to honour the DDR. The DDR will be automatically cancelled if three direct debit payments are dishonoured because of insufficient funds within a 12- month period and the full amount owing on your account will become payable immediately. Brighten Careers Institute will give you 14 days' notice in writing if they intend to cancel your DDR. Brighten Careers Institute will also charge the cost of dishonoured direct debits against your account.
7. Brighten Careers Institute will keep information about your financial institution account confidential except to the extent necessary to resolve any claim that you make relating to a debit that you claim has been made incorrectly, or as otherwise required by law.

Refund Policy

Upon signing your Acceptance of Enrolment Agreement, you are accepting the fees and refund policy of Brighten Careers Institute.

1. 40% of the online Brighten Careers Institute course fee is not refundable, even if VISA is refused.
2. \$500 of the face-to-face Brighten Careers Institute Professional Skills Development Program fee is not refundable, even if VISA is refused.

Definitions

Course fee is the fee paid by you to the Institute. This means the Tuition Fees, Material Fees and Application Fee.

Cancellation Fee is the non-refundable fee that is paid to the institute from your course fee. For an online Brighten Careers Institute program, the non-refundable fee is 40% of the course fee. For a Brighten Careers Institute Professional Skills Development Program (face-to-face) the non-refundable fee is \$500.

Course means the course listed in the Acceptance of Enrolment Agreement, or, where you have enrolled in multiple courses, each course listed in the Acceptance of Enrolment Agreement.



Course Start Date is the start date for the Course as set out in the Acceptance of Enrolment Agreement, or if you have enrolled in a Package of Courses, the start date of the first Course in the Package of Courses, as set out in the Acceptance of Enrolment Agreement.

Acceptance of Enrolment Agreement is the letter offering a place in a Course. The letter will set out the fees that are payable by you in respect to the Course.

Other fees means fees received by the College that are not directly related to tuition for your Course, these could include Airport pick up fees and homestay fees.

Program Package means a pack of multiple courses.

Student Course Withdrawal form means a written notice in a form prescribed by the College.

Student Refund Application Form is the form that a student fills out to request their refund.

“you” or “your” means the Student or the Student’s legal guardian (where the student is under 18 years of age).

“Your Fault” includes circumstances where:

- you do not start the Course on the Course Start Date;
- you withdraw from a Course either before or after the Course Start Date
- you failed to pay an amount that you are liable to pay the College in order to undertake the Course; and
- you breached a condition of your student visa, including where applicable, failure to maintain satisfactory course progress and/or satisfactory attendance or failure to maintain approved welfare and accommodation arrangements; and e. any behaviour that results in the suspension or cancellation of your enrolment.

Withdrawal Fee is the non-refundable fee that is paid to the institute from your course fee. For a Brighten Careers Institute short course (online) the non-refundable fee is 40% of the course fee. For a Brighten Careers Institute Professional Skills Development Program (face-to-face) the non-refundable fee is \$500.

Materials Fee means a charge to cover the cost of manuals, resources or other materials required by the student for a specific course.

Student Cancellations and refunds

Except in cases of provider default or student visa refusal, refunds will only be made in the following circumstances:

For online programs:

- If cancellation requested after the purchase has been made (payment submitted) however, login details to access the course is not provided, BCI will refund 40% of the total fees paid.



- If cancellation requested after the purchase has been made (payment submitted) and learner has received, accepted and/or accessed their online course, there will be no refund provided (subject to BCI discretionary decisions.)

For the face-to-face program:

- If cancellation requested after the payment has been made and within 14 days prior the course commencement, refund will be provided less \$500.00 of cancellation fee.
- If cancellation requested after the payment has been made and on, or after the course commencement date, there will be no refund provided (subject to BCI discretionary decisions.)
- Where a student has been refused a visa and is yet to commence the program and the total program fees (both tuition and non-tuition fees) received, there will be no refund provided (subject to BCI discretionary decisions.)

If the student has not withdrawn from the program and:

- the program ceases being provided after it has started and before it is completed; or
- the program is not provided in full to the student because the institute has a sanction imposed by a government regulator; the Student is entitled to a partial refund of the program fees that have been paid by the student. The refund will be calculated using the following formula:
 - $\text{refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$
- In the unlikely event that the Institute is unable to deliver the program in full or the provider has not entered into an agreement with the student, the student will be offered a refund based on the formula above. Alternatively, the student may be offered enrolment in an alternative program by the Institute at no extra cost. If the student chooses to take up the offer of enrolment in another program, the Institute will require the student to sign a document to indicate acceptance of the alternative placement.

If you defer starting a course and then cancel the course:

- the original course start date before your request for deferment(s), will be used as the course start date to determine whether a refund is to be made.

No refund will be made where the Institute cancels, suspends or terminates your enrolment as a result of your fault.

If you are over 18 years old:

- the refund will be paid directly to you or in accordance with your written directions.

If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.

Brighten Careers Institute may:

- request further information or evidence to confirm that you are the person entitled to receive the refund or give a direction to pay the refund;
- BPay the refund by bank draft or company cheque (in case of refund within Australia) or by international bank draft; or



- pay the refund to a bank account by direct credit (in case of refund within Australia) or by telegraphic transfer (in case of refunds outside of Australia) but only if you provide evidence that the bank account exists.

Please note: All refunds will be made in Australian currency only, unless the Institute's Bank is unable to do so in which case the refund will be made in the equivalent United States of America currency calculated using the Bank's exchange rate for the relevant date of transfer. The Institute is not responsible for currency exchange rate fluctuations, delays or loss of refund in transit (mail, courier, telegraphic transfer or otherwise) as a result of incorrect information provided by you.

You agree that the Institute may change this policy at any time and the policy to be used to determine whether you receive a refund will be the policy applicable at the time you give notice of cancellation or withdraw enrolment in a Course.

Important Notice:

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.

How to withdraw from a course and get a refund:

- **Complete a Student Course Withdrawal form.** The Student Withdrawal form is available from the Student Service department. If you are under the age of 18 years your legal guardian will need to complete and sign the form.
- **Attach all relevant documents to the Student Course Withdrawal form.** You should attach documents supporting the reason for your withdrawal and confirming your identity as well as a Refund Application Form.
- **Hand in the completed forms to Student Services or email to:** contact@brightencareers.com.au. Please make sure that your student number and current contact details (email address, mobile phone number) are on the form. Please sign and date the Student Course Withdrawal form before handing it in. Your form will NOT be processed if it is not signed and dated.

The Institute will process your completed Student Course Withdrawal form and assess whether you are entitled to a refund based on our policy. The Institute may ask for further information or documentary evidence. Please note that incomplete Student Course Withdrawal form may delay the processing of the Student Course Withdrawal and payment of refunds.

In the case of students studying online or via distance learning, the course starts, or commencement date is the first date that the student accesses the course material online or has signed for reception of the distance learning materials.

It is a mandatory requirement that you, as a prospective student, indicate clearly to us your understanding and acceptance of the fees you will be charged.



As you can purchase your training from us either online, by invoice, bank transfer, or over the phone, we are obliged to make sure that you are provided with all information possible to allow you to make an informed choice. We also need to ensure that you receive the correct services from us.

STUDENT RECORDS and PRIVACY ACT

Brighten Careers Institute takes privacy very seriously and is committed to protecting the privacy of individuals. This includes personal, health, financial and other confidential information, which is necessary for Brighten Careers Institute Education to carry out its functions.

Brighten Careers Institute will take all reasonable steps to protect individual information from loss, misuse or unauthorised disclosure or destruction. The right to privacy is a value that is highly regarded.

PRIVACY POLICY

This policy ensures that Brighten Careers Institute meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regard to individuals.

Definitions

Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- Whether the information or opinion is true or not; and'
- Whether the information or opinion is recorded in a material form or not.

Privacy Principals

Personal information is collected directly from individuals in order for Brighten Careers Institute to carry out its business functions. In the case that the individual is under 16, information is collected with the consent of a parent or guardian. Brighten Careers institute only collects and stores information that is directly related to its business purposes and legal requirements.

This means BRIGHTEN CAREERS INSTITUTE ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Can access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about BRIGHTEN CAREERS INSTITUTE if they consider that personal information has been mishandled.

Collection of Information

In general, personal information will be collected throughout the course application, enrolment, orientation and online forms and submissions. All data collected must be accurate, complete and current.

The types of personal information collected include:

- personal details



- contact details
- employment information (where relevant)
- academic history (where relevant)
- statistical information about your prior education, schooling, reasons for enrolling,
- training and participation information
- fee and payment information
- Photographs for the purposes of Identification Cards
- Photographs and videos (of students completing educational based activities) for marketing material

Storage and use of information

Brighten Careers Institute will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.

Brighten Careers Institute may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Personal information must be kept only for the length of time that is required by regulating bodies and for the period it can be lawfully used. After this time has elapsed, the data should be erased, and physical copies destroyed.

Disclosure of Personal Information

Brighten Careers Institute will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- BRIGHTEN CAREERS INSTITUTE believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.



Access to Records

Individuals have the right to access or obtain a copy of the information that Brighten Careers Institute holds about them including personal details, contact details and information relating to course participation. Requests to access or obtain a copy of the records held about an individual must be made by contacting our Student Support Team using the designated email address. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Brighten Careers Institute holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Correction to Records

If an individual considers the records that Brighten Careers Institute holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended.

Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled within Brighten Careers Institute can do so by following Brighten Careers Institute's Complaints and Appeals Policy and Procedure on our website at <http://brightencareers.com.au/>

Accuracy

Brighten Careers Institute takes all reasonable actions to ensure data collected is accurate, complete and current. Individuals are requested to check the validity of their records on enrolment and can modify this information by verifying their identity and making a request in writing.

Cross border – Private Information Disclosure

Brighten Careers Institute will only disclose information to overseas recipients when it has taken all reasonable steps to ensure the recipient does not breach Australian Privacy Principles in relation to the information. Exceptions apply when:

- The individual has been informed as has given their express consent for the disclosure of information to an overseas recipient.
- The disclosure is required and authorized under Australian Law.
- The overseas recipient is subject to laws or binding schemes that has the effect of protecting the information in a way that is substantially similar to the way the Australian Privacy Principles protect the information, and there are mechanisms in place that the individual can access to take action to ensure that protection of the law or binding scheme.
- It is reasonable and unpractical to obtain the individual's consent and there is a reasonable belief that disclosure is required to prevent or lessen the life, health or safety of any individual.
- Brighten Careers Institute suspects unlawful activities or serious misconduct and believes that disclosure is necessary for the entity to take action in relation to the matter.
- Brighten Careers Institute believes that disclosure is necessary to locate a missing individual.



Procedures

TYPES	PROCEDURES	RESPONSIBILITY
Privacy Notices	Ensure privacy notices are added to relevant forms and information such as Enrolment Forms, website etc.	Training Manager
Marketing Privacy	Ensure there is an opt-out option on all marketing emails and correspondence sent to individuals in relation to marketing.	Relationship Manager
Access to Records	<ul style="list-style-type: none"> • Arrangements for provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc. • Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request • Where records are to be mailed, they should only be mailed to the address that is held on file for that individual, unless alternate change of address information is provided along with proof of identity – such as a driver's license or utility bill. • Where records are to be shown to an individual, the student must produce photo ID prior and this should be matched to the records held on file about the individual to confirm they are only viewing their own records. • Keep a note on how the records were accessed on the individuals file. 	Admin Team
Amendment to Records	<ul style="list-style-type: none"> • Where an individual request for incorrect records held about them to be corrected, they can do so by filling in an Amendment to Records Request Form. • If it is a change of address or contact details of a current student, they can use the Student Personal Details form. • Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly. • Do not update records if they are found to be correct already. • Advise the individual accordingly of the actions taken to follow up their request. 	Admin Team

Student Records

Brighten Careers Institute will make available for inspection all personal information that it holds in relation to a student when the student requests access. There is no charge for an individual to access personal information that Brighten Careers Institute holds about them. However, we may charge a fee to make a copy. You will be advised of any fees before action is taken.



Students may contact the Student Support Team for information on how to access their personal information. At any time after completing your program, you may request a re-print of your Certificate of Participation (*Please note*: Fees and charges apply).

Please call our Student Support Team on (02) 9223 6658 for any questions relating to your student file and/or re-printing qualifications.

Permissions Release

In the enrolment form and from time to time on written releases, there is provision for your permission to allow Brighten Careers Institute and its agents to use your name, image and/or words in any relevant material including feedback forms, emails, phone calls, photographs and videos, in its advertising and marketing materials, intended to showcase Brighten Careers Institute.

Brighten Careers Institute will not make any materials in public without your prior authority. You may opt out at any time by notifying Brighten Careers Institute in writing that you wish to withdraw your consent for any future use of your name, image and or/words.

Transport

There are several ways you can reach Brighten Careers Institute at Suite 3, Level 5, 12-14 O'Connell Street Sydney NSW 2000, Australia, either by bus or by train.

Buses

Many buses terminate and start their routes at Circular Quay and surrounding points and will have drop off points in the immediate area. Please have a look at this link from Sydney Buses that will help with timetables and maps. <http://www.sydneybuses.info/routes>

Trains

The nearest train stations are Circular Quay and Wynyard, both are no more than 10 minutes' walk away from Brighten Careers Institute. <http://www.transportnsw.info/en/maps-and-timetables/index.page>

We wish you every success with your studies and again, welcome to the Brighten Careers Institute.