



POLICY AND PROCEDURES MANUAL

Version 7

2008



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USE OF POLICIES AND PROCEDURES MANUAL

Person responsible: Principal (Administration)

Policy

Brent Street has a business plan and a series of policies and procedures in place to ensure that the training and assessment services it offers are consistent with its scope of registration and scale of operations. All staff will be provided with the Policy and Procedures Manual and updates as required.

Procedures

1. All staff are required to acknowledge and read the Policy and Procedures Manual at the time of recruitment. Staff are encouraged to refer to this Manual on a regular basis, particularly when unsure of routine procedures.
2. Staff should refer to the manual for an understanding of routine procedures. Non-routine matters which are not covered by these policies and procedures can be referred to the Principal (Wayne Aspinall) whichever is more relevant to the situation.
3. Brent Street Administration will, from time to time, undertake a compliance audit of its programs and systems, including compliance with its policies and procedures. All staff are required to cooperate with the auditors who may be internal and/or external to the organisation.
4. Staff may be asked for input into the development of policy and procedures when new policies and procedures need to be formulated and after reviews of the current policies and procedures have been undertaken.
5. The Brent Street organisation has a business plan which will be disseminated to relevant staff on an annual or bi-annual basis, as the need arises. Staff may be asked to review certain aspects of this plan and provide input, where appropriate.
6. Staff who have concerns about Brent Street policies and procedures should make their concerns known to the Brent Street Administration in a positive and constructive way.
7. Every attempt will be made to address staff and student concerns that relate to Brent Street policies and procedures.
8. Parts of this manual will not be pertinent to all students of the Brent Street organisation. Where this occurs will be clearly marked in this manual.



8. **Access and equity**
(Education) Wayne Aspinall

Person responsible: Principal

Policy

Brent Street management and staff will ensure that all vocational education and training carried out by the organisation is responsive to the diverse needs of all clients.

Access and equity policies are incorporated into operational procedures. The Brent Street organisation prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical, intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Procedures

1. All staff will be required to sign an undertaking that they will apply access and equity principles to all aspects of training and education in which they are involved.
2. All instances of non-compliance with access and equity policies must be reported to the General Manager immediately they become evident so that remedial action can be taken. This includes:
 - the actions of any staff (administrative or teaching/training/assessment) towards other staff and/or students
 - the actions of any students in respect of other students
 - student participation in Organisation activities
 - actions of staff or students that tend towards exclusive rather than inclusive behaviour whether overt or covert
3. Students must be provided with sufficient access to staff, learning resources and learning/tutorial support to enable them to achieve the required level of competence.
4. Where students who meet entry requirements are having difficulty achieving the appropriate standard of competency, teaching/training and assessment staff may be asked to demonstrate what level of support has been provided to such students. (Fulltime Certificate IV in Performing Arts Course students only)



STAFF RECRUITMENT, INDUCTION AND DEVELOPMENT

Person responsible: Principal (Administration)

Policy

The Brent Street organisation is dedicated to employing and developing staff who meet the required human resource standards for training and assessment as specified in all accredited and non-accredited programs it runs. The organisation will only employ staff who meet the required competency standard in terms of qualifications, industry experience and training delivery and assessment skills.

The organisation is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

Applicants are to be assessed by appropriately qualified staff to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful associations with the organisation and its clients.

Access and participation

Recruitment strategies and selection processes include people from diverse backgrounds, take any special needs of applicants into account and provide for disadvantaged applicants.

Recruitment strategy

Staff may be recruited by a variety of means, as is appropriate for the programs for which they are being recruited.

Selection process

Staff involved in the instructional and assessment process must possess the appropriate competencies and knowledge as specified in national standards, industry standards and program curricula. The principal of the school has these companies, and will then instruct group facilitators, teachers or educators to carry out duties

Instructors and assessors must hold relevant competencies and knowledge at an equivalent or higher level than specified in the module of instruction to be delivered. Instructors and assessors must possess skills and experience such as would be attained in five years of quality industry experience relevant to the module being taught/assessed. Instructors and assessors must possess appropriate competencies and knowledge relating to the development, presentation, assessment and evaluation of the course they are teaching/assessing.

Instructors and assessors must appropriately maintain and upgrade professional competencies and knowledge relevant to the content, delivery and assessment of the program being presented.



New staff must undergo an induction process in order to:

- Familiarise them with the organisation, its goals and its structure
- Introduce colleagues
- Identify other staff members
- Familiarise them with premises and equipment
- Instruct them in organisational principles and standards
- Instruct them in organisational processes and procedures

Procedures

1. All staff will be recruited, on merit, in accordance with the human resource standards for staffing an accredited program.
2. Where staff do not have a Certificate (IV) in Assessment and Workplace Training, they will be supervised by a staff member with such a qualification until they have acquired it.
3. All staff employed by Brent Street are required to provide the Administration with copies of their qualifications and experience in the form of a CV/resume. Original qualifications will be sighted and certified prior to undertaking employment with the Brent Street organisation.
4. New staff will be required to undergo an induction program where the organisation's policies, procedures and work expectations will be explained to them.
5. All new staff will be required to undergo a six month period of probation during which their performance will be monitored and assessed.
6. All staff will undergo performance appraisals on an annual or bi-annual basis, depending on need. The criteria for assessment will be negotiated with all staff.
7. Staff skill levels will be audited from time to time. However, staff are expected to audit their own competency levels and identify where gaps in knowledge and skill levels exist.
8. Staff are encouraged to undertake industry training and development activities as they arise.
9. Staff are expected to keep their knowledge and skill levels up to date with industry standards.
10. All staff will be supplied with a Statement of Duties prior to taking up employment with the Brent Street organisation. Staff must sign an agreement to undertake all duties listed on the Statement.
11. Staff will be required to attend staff meetings where they may raise any concerns or issues they have. Staff input into these session is valued.
12. Staff who upgrade their qualifications or attend workshops, seminars or courses relative to their work should inform the Administration as records of achievements and qualifications are maintained for all staff.



LEGAL COMPLIANCE

Person responsible: Principal (Administration)

Policy

The Brent Street organisation will comply with all the legal requirements and ethical responsibilities it has assumed as an RTO. This organisation guarantees to comply with legislation associated with vocational education and training, occupational health and safety, workplace harrassment, victimisation and bullying, anti-discrimination, including equal opportunity, racial vilification and disability discrimination. The Brent Street organisation conducts an annual audit of its compliance with all relevant local, state and federal government regulations covering this type of organisation.

Procedures

1. The Principal (Administration) and/or his/her delegate has defined responsibility for compliance with all legal requirements, including implementation of the Standards for RTOs, auditing compliance, reporting on compliance to the relevant authorities, providing details concerning compliance to relevant authorities, and providing accurate and timely advice to relevant authorities on registration and compliance matters.
2. Staff must familiarise themselves with information, undertake training and accept guidance on all legal and ethical matters that significantly affect their participation in vocational education and training and that may impact on their jobs.
3. Staff are required to provide a written undertaking that they will abide by legislation that applies to their roles as trainers and assessors in the VET system(refer to Veta act 2005).
4. Staff are required to cooperate with all auditors of compliance, whether internal or external to the organisation.
5. Staff are required to immediately report to the Principal (Administration) or delegate any areas of partial or non-compliance with government laws and regulations.
6. Programs to remedy partial or non-compliance will be put in place as soon as possible to alleviate such problems.
7. Staff are required to assist in the implementation of such programs where they are affected by such.

Reference –

www.veta.com

www.nohsc.gov.au/OHSinformation/

www.lawlink.nsw.gov.au

www.lawlink.nsw.gov.au/lawlink/privacynsw



STUDENT INFORMATION AND HANDBOOKS

Person responsible: Principal (Administration)

This information pertains to Certificate IV in Performing Arts course and TDHS Students only

Policy

The Brent Street organisation provides accurate, relevant, and up-to-date course/program information to students prior to commencement. This includes:

- Admission procedures and criteria
- Arrangements for the recognition of prior learning
- Assessment policy
- Assessment procedures
- Assessments and schedule
- Attendance
- Certification to be issued to the student on completion or partial completion of the course
- Code of Practice
- Competencies to be achieved by students
- Disciplinary regulations
- Entry requirements
- Equipment requirements
- Exams
- Expectations of clients
- Facilities and equipment, including OH&S requirements
- Fees and charges
- Grievance/appeal procedure
- Learning outcomes
- Program timetable
- Qualification details
- Refund policy
- Student support services

Procedures

1. Information Handbooks will be made available to students who are considering seeking admission into Brent Street programs.
2. The Administration Officer is responsible for distributing the Information Handbook.
3. From time to time, the information contained in the Handbook may need to be modified and/or updated.



4. Obsolete versions of the Handbook must be withdrawn from circulation and current students notified of changes in its contents, where appropriate.



STUDENT SUPPORT SYSTEMS

Person responsible: Principal (Education)

Policy

The Brent Street organisation provides students with various kinds of support mechanisms, which are expected to enhance opportunities for learning. All students at the Organisation may access these services, some of which will be provided in-house and others on a referral basis, depending on need and circumstance.

Procedures

1. Academic and Vocational Counselling

Students may receive academic or vocational counselling from the counsellor, program co-ordinator, trainer or other qualified person. Teachers/trainers are required to monitor student progress and intervene to provide counselling or support as appropriate, and where needed refers the student on to the counsellor, program co-ordinator or other qualified person, depending on the nature of the problem.

2. Personal Counselling

Any student showing signs of distress or discomfort is to be approached by the staff member who has identified the problem, and offered support. Support may take the form of advice, referral to the counsellor, trainer or program co-ordinator or other qualified person, depending on the nature of the problem. Where necessary the counsellor will advise the director and assist the student to access external professional assistance. All staff is to treat students with courtesy and empathy at all times.

3. Language, Literacy and Numeracy Support

Students needing language, literacy and numeracy (LLN) support are identified on application. In most cases, LLN support can be provided. Where only a low level of support is needed, the program co-ordinator may arrange for the student to receive extra-curricula assistance from the trainer or other staff member. Where extensive support is needed, the students may be referred to specialised LLN classes. This may attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

4. Post Program Support

Depending on the program, students may have access to various kinds of post program support. This may include assistance with job seeking, resume and interview skills, vocational advice, mentoring, etc. Students are advised of the particular support available with each program.



TRAINING DELIVERY AND ASSESSMENT

Person responsible: Principal (Education)

Policy

Brent Street is bound by the requirements of accreditation and registration as outlined in Standards for Registered Training Organisations. The quality of training and assessment services provided by Brent Street is expected to meet the needs of the community and the industry it serves. For this reason, all staff employed by Brent Street must be fully qualified and competent as trainers and/or assessors in their teaching field. Compliance with the Standards for Registered Training Organisations will be audited in respect of the delivery of training and assessment services on an annual or bi-annual basis, or more frequently, if the need arises.

The organisation maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. The organisation maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes.

Staff and students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Dance Studios with sprung floor and tarket.
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable materials and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities

Assessment is competency based and is designed to determine whether the candidate can demonstrate the target competencies. Clients who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date.

Assessment is in accordance with the National Assessment Principles. Assessment incorporates the principles and standards of the AQTF, notably the Standards for Training Delivery and Assessment.

All assessment must meet the assessment criteria of the training package or accredited course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used. All assessment materials must be appropriate to clients' needs and program delivery methods.



The Principal (Education) and program co-ordinator will ensure operational compliance with AQTF principles and standards, and to review, evaluate and adjust as necessary assessment systems and procedures for validity, reliability, flexibility and fairness of assessment. Assessment records are kept and aggregated to monitor assessment reliability. Industry and client input and feedback is obtained to monitor and plan assessment validity, flexibility and fairness.

Procedures

1. Training and assessment services delivered by Brent Street staff must be in line with the programs they have been provided with. Deviation from the program is only with the permission of the program coordinator and must be in line with the scope of registration, rules of accreditation and scale of operations.
2. All staff will be supplied with copies of their designated curriculum and other training and assessment materials as prescribed by the program coordinator, in line with program delivery and assessment guidelines.
3. Staff will be provided with curriculum orientation programs prior to the commencement of their teaching term to ensure they are fully conversant with all aspects of the program they are to deliver and that they have no issues or concerns with their programs.
4. All staff are required to have lesson plans prepared, prior to the commencement of training delivery. All lesson plans must follow the designated curriculum provided by Brent Street, unless prior permission has been granted.
5. Students are to be supplied with a program outline and assessment schedule, prior to the commencement of their program of study. Teachers/trainers have responsibility for ensuring that all students have these documents and are aware of course expectations, prior to the commencement of the program.
6. Staff are required to keep class rolls, which are to be retrieved from the Administration Office prior to class and returned immediately after the class finishes. Pigeon holes are provided in the Administration Office for class rolls. Guidelines for how rolls are to be completed appear in the front of each roll.
7. All student absences are to be reported to the Administration on a daily basis. Students who turn up late to class without a valid excuse must be counselled by the teacher/trainer in charge of the class. Students who regularly turn up late to class must be referred to the Principal for counselling.
8. Students are required to inform the principal if they have to leave the school during normal school hours. Students must not leave without permission.
9. Students are required to attend at least 80% of classes for each subject. All absences are to be explained by students and medical certificates will be required for extended absences.
10. Students must be made aware of their attendance obligations prior to the commencement of their course. This information is included in their Student Handbook but also needs to be reinforced by the class teacher/trainer.



11. Students who miss more than 20% of classes due to illness must repeat the subject or arrange make-up classes in their own time or in another class where one exists.
12. Staff who are having difficulty managing any aspect of training or assessment must approach the Administration for assistance as soon as a problem arises. Assistance will be provided in the form of a team approach, peer guidance or additional in-house training.
13. Student records of attendance and assessment must be kept in the files provided by the Administration. Guidelines on how these records must be kept can be found in the front of each file.
14. At the completion of each subject, copies of all student assessments and results will be retained and archived by the Administration.
15. All staff will undergo a performance appraisal each year. Staff will be asked to negotiate the criteria under which they will be assessed, prior to the commencement of their contracts.
16. Teaching/training staff must demonstrate their ability to delivery training to small groups, prior to the commencement of their programs.
17. Staff responsible for assessing competency must demonstrate an ability to plan, conduct and assess training prior to assessing students.
18. Brent Street assessors are required to:
 - be fair and reasonable during assessment
 - be familiar with the field, with relevant industry standards and OH&S requirements and to be up to date with assessment methods and procedures appropriate for the clients and learning environment
 - negotiate flexibly with clients regarding the type of assessment, taking into account Flexible Delivery, EEO and anti-discrimination principles, and the particular needs and circumstances of clients
 - advise clients regarding RPL processes
 - make proper assessment decisions based on explicit evidence of competency
 - expedite assessment and to avoid unnecessary delay
 - use cost and time effective methods and materials appropriate to the assessment rigour necessary and level of risk
 - consider the authenticity, validity, reliability, relevance to the learning outcomes, currency and variety of assessment evidence
 - systematically review the assessment evidence obtained through means such as interview, workplace assessment, and/or performance test



CUSTOMER COMPLAINTS, GRIEVANCE AND APPEALS

Person responsible: Principal (Administration)

Policy

The Brent Street organisation is a service oriented organisation and as such has an established mechanism for dealing with customer complaints, grievances and appeals. This process appears in the information provided to students at the time of course enrolment. It is the policy of this organisation that, as far as is humanly possible, all complaints, disputes or grievances be handled as expeditiously as possible to avoid an escalation of such problems into disputes. It is also acknowledged that this cannot always happen and for this reason, the following procedures must be put in place.

In the event of an academic grievance or an appeal, students can

- Talk directly with the person concerned to resolve the problem
- Seek the assistance of his/her trainer or course co-ordinator
- Consult the counsellor for assistance
- Consult the Principal (Administration) or (Education)
- Seek arbitration by a third party acceptable to all parties to the grievance
- If the grievance is still unresolved, the client will be advised of external organisations of appeal.

The Brent Street organisation seeks to prevent appeals by ensuring that clients are satisfied with their program and its outcomes. In addition to their functional expertise, staff are expected to be fair, courteous and helpful in all dealings with clients. Any complaint about a staff member or program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions.

The organisation abides by freedom of information and privacy principles. All appeals are taken seriously and their findings incorporated into procedures as appropriate.

Procedures

1. Accurate records must be kept of all complaints, disputes, grievances and appeals. Staff receiving a complaint from a client must report it to the Administration.
2. All clients must be made aware of their rights and responsibilities in the event that they wish to lodge a complaint, grievance or appeal. All staff (training and administrative) must be able to inform clients of their rights and responsibilities in this respect.
3. A complaint, grievance or appeal may be made to any member of staff (teacher/trainer/assessor/administrator) by any client of the organisation.
4. All complaints, disputes, grievances and appeals must be entered onto the appropriate register as soon as they have been received. All categories of information must be completed on the form provided.



5. All complaints, grievances, appeals and disputes must be investigated as soon as is practicable and in a constructive and impartial manner. Staff may be requested to assist in any investigation into a complaint, grievance or appeal lodged by a client.
6. When a formal complaint, grievance or appeal has been lodged, it must be fully documented using the approved procedure which is located in the front of each register.
7. Complainants and/or appellants will be forwarded an acknowledgement of their complaint/appeal/grievance by the Brent Street Administration as soon as possible after the receipt of the complaint/grievance/appeal.
8. Complainants and/or appellants will be informed in writing by the Brent Street Administration of the process to be followed and the date, time and location of the hearing.
9. Should a complaint or grievance escalate into a dispute, the organisation's disputes resolution process must be activated immediately.
10. In respect of student assessment appeals or appeals against exclusion from further study, all appeals must be lodged with the Brent Street Administration who will take responsibility for the administration of the appeals process. Students will be notified as to the time, date and location of the hearing, as soon as is practicably possible.
11. Student appeals will be held in compliance with access and equity principles and privacy laws.
12. If no solution can be found client will be advised of external organizations of appeal.
13. Client will be advised in writing of outcome of appeal.



FINANCIAL MANAGEMENT OF STUDENT FUNDS

Person responsible: Principal (Administration)

This section pertains to Certificate IV in Performing Arts and TDHS students only.

Policy

The Brent Street organisation manages its student funds in accordance with legal requirements and its ethical obligations to its clients. Under certain circumstances, students may be refunded their fees. A refund proportionate to the time not completed will be refunded to clients in the event that:

- A commenced course is cancelled or discontinued for a good reason
- The client withdraws from a commenced course or subject for a good reason. However the fees for that term will be withheld, even if the student leaves during the term

Clients unable to commence a course or subject which has not yet commenced will be refunded of the full fees, with the balance of retained as administration charges.

Fees will be:

- **Kept in a separate account with a recognised banking institution**
- **Accessed on a week-by-week basis only when the service is rendered**
- **Not used for any other purpose until clients have completed the program relating to the balance of the fees.**

Applications for refunds can be made to the Principal (Administration).

Procedures

1. Students wanting refunds must apply to the Principal (Administration) stating reason(s) for the refund.
2. Students who meet the refund guidelines listed above will be entitled to a refund within 7 days of making application.
3. Where students are ineligible for a full refund, the Principal (Administration) will provide an explanation to them in writing as to what entitlements they have.
4. Where students have an entitlement to a partial refund, the refund will be paid within 7 days of the application for the refund.
5. Students who feel they are entitled to a refund that has been declined by the organisation may discuss the matter with both Principals, stating reasons why they consider they are eligible for a refund.
6. Where a dispute arises over the payment of a refund, the organisation's dispute resolution process must be put into place.
7. All matters must be resolved within 7 days of lodgement of a dispute.
8. Where a matter cannot be resolved internally, the student will be advised by the Principal (Administration) as to what external course of action, he/she may take to resolve the matter.



MANAGEMENT OF VET RISKS

Person responsible: Principal (Education)

Policy

The Brent Street Administration is responsible for identifying and managing all risks associated with compliance with the Standards for RTOs. The implementation of quality systems of operation will be the basis of most risk management strategies.

The Brent Street organisation has current insurances which cover many of these risks. However, these are not expected to be utilised, except in unforeseen circumstances, as risk management programs are in place to ensure there are no unexpected, unanticipated or unidentified risks to which the organisation is exposed in the conduct of its VET programs.

Procedures

1. From time to time, the Brent Street Administration will undertake an audit and analysis of risk, which may result in the implementation of new risk management programs for VET. Staff are asked to cooperate with risk auditors and implement any programs that result from such an audit.
2. Staff and students are encouraged to report any risks they have identified which may lead to non or partial compliance with RTO compliance requirements and standards.
3. The Brent Street Administration is responsible for monitoring the level of risk and identifying any areas of non or partial compliance. Every effort will be made to avoid disruption to work or study in the implementation of this program.
4. From time to time, where risks have been identified, some disruption to programs may occur. Staff and students are asked to be patient during the remediation of such problems.



STAKEHOLDER (Client) FEEDBACK *Person responsible:Principal (Education)*

Policy

As part of its quality assurance and continuous improvement program, the Brent Street organisation will seek feedback on client satisfaction with its services. Staff, students, employers and other external stakeholders will be surveyed to determine the level of satisfaction they have with Brent Street services. The Administration will organise surveys of client feedback to determine satisfaction levels with Brent Street services as part of its quality assurance and continuous improvement program.

Client input and feedback will be gathered formally and informally and used to evaluate past and current programs and to plan future programs. Teachers/trainers will be asked obtain evaluation feedback from clients at regular intervals. Course co-ordinators are responsible for collating this information for academic purposes. The Administration Officer is responsible for extracting management information from the data obtained. The Principals will use this information as input to strategic planning processes. Client input and feedback will be obtained in any of the following ways:

- Program evaluations
- Feedback and input surveys
- Written letters of support
- Requests for specific programs
- Evaluations of similar courses
- Client appeals or grievances
- Industry statistics
- Recent reports and journals
- Other evidence as appropriate

Procedures

1. Staff, students and other stakeholders will from time to time be asked to provide feedback on the quality and level of satisfaction with Brent Street programs.
2. Most student feedback surveys will be administered by staff, and where this is the case, staff are asked to conduct the surveys in a professional and timely manner.
3. Feedback will be used to identify the strengths and weaknesses of programs and aspects of program delivery and assessment that may need to be modified, adjusted or redesigned.
4. Surveys should be returned to the Administration Office as soon as possible after completion.
5. Staff and students may have input into the design of survey instruments.
6. All concerns relating to the conduct of surveys and/or implementation of survey results should be addressed to the Brent Street Administration.

Brent Street Pty Ltd

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File No:



7. Stakeholders will be entitled to feedback on the results of the surveys conducted.
8. All relevant suggestions will be taken into consideration when programs come under review.



QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

Person responsible: Principal (Administration)

Policy

The Brent Street organisation recognises the importance of providing services that meet and/or exceed the expectations of its clients. It has designed and put in place a number of organisational policies, procedures, systems and programs that together enable it to provide quality training and assessment services as an RTO under the AQTF. It also follows “best practice” guidelines in the delivery of these services.

As part of its commitment to quality training and assessment services, the organisation will carry out regular monitoring of its organisational systems and programs, for example, staff recruitment, student enrolments, staff training, training delivery and assessment, record keeping, legal compliance and others, to ensure that it upholds the standards expected of it. All programs will be reviewed at least annually.

Procedures

1. All staff will be provided with a Policy and Procedures Manual which provide the guidelines for quality assurance and continuous improvement.
2. All staff will be provided with training programs, seminars and/or workshops that explain the operational systems the Brent Street organisation has implemented.
3. When new organisational systems and programs are introduced, relevant staff will be required to participate in training programs which will assist them to implement program requirements.
4. From time to time, staff will receive memos concerning the introduction of new programs or changes to existing ones. It is essential that these memos are read to facilitate program implementation.
5. Monitoring systems will be put in place for all systems and programs. Staff may be required to provide input into or manage the monitoring systems.
6. All Brent Street systems and programs will be reviewed at least annually or sooner if the need arises.
7. Staff are encouraged to provide feedback on any area of concern in respect of service provision.
6. Students are encouraged to provide feedback to the organisation at any time throughout their studies with the Brent Street organisation.



STUDENT SELECTION, ENROLMENT, INDUCTION AND ORIENTATION

Person responsible: Principal (Administration)

Policy

As part of its commitment to quality training and assessment services, the Brent Street organisation is committed to selecting students who have the ability and capability to undertake its training and assessment programs. The organisation abides by the principles of access and equity in the selection of its students.

Clients will be recruited responsibly and ethically at all times and recruitment will be consistent with any curriculum requirements. The organisation is committed to non-discrimination in any form when recruiting and selecting and at all times comply with equal opportunity and anti-discrimination legislation.

Applicants will be assessed by appropriately qualified staff to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful achievement of target competencies.

Access and participation

Recruitment strategies and selection processes include people from diverse backgrounds, take any special needs of students into account and provide support strategies for disadvantaged clients.

Recruitment strategy

The organisation employs non-discriminatory recruitment practices. Clients are recruited and selected on the basis of the entry requirements specified in program guidelines.

Selection process

The entrance requirements have been designed for maximum flexibility. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or education background.

Entry requirements are expected to provide students with a starting point which will assist with the maximisation of learning and enable teacher/trainers/assessors to gear their teaching and learning strategies to students who should be able to achieve the competency requirements of Brent Street programs within a reasonable timeframe.

To facilitate quick transition into its organisational environment by all students, the Brent Street organisation offers students an induction and orientation program which will familiarise them with the organisation and the requirements of their programs.

Procedures 1, 4, 5, 6 & 7 pertain to Certificate IV in Performing Arts course students only

1. Prospective students will be provided with a Student Handbook which explains all their rights and obligations whilst studying at the Organisation.
2. Students will be selected in accordance with program entry requirements.
3. Selection will be based on the principles of equal opportunity and access and equity.



4. Where entry must be limited to a set number of students in accordance with RTO registration requirements, selection will be made on merit.
5. All students must meet the required standard by audition and interview. This may be conducted over the phone and by video presentation where distance does not allow for a live audition and interview.
6. Once selected, students will be required to complete an enrolment form and a medical/fitness assessment through the Brent Street appointed practitioner. If accepted, students will be provided with a student number which will remain with them throughout their studies with the Organisation.
7. Students will also be required to attend an induction and orientation program, prior to commencement, which has been designed to introduce them quickly to the culture of the organisation and its policies and procedures in respect of the training and assessment services it offers.
8. Students are allocated to classes by the program co-coordinator. Allocation is based on merit, taking into account Equal Opportunity and anti-discrimination policies, class availability and timetabling constraints. Every effort is made to allocate clients' first preferences with regard to class allocation.
9. Trainers are assigned to classes in accordance with course requirements and industry standards, their suitability for the particular class and timetabling constraints.



CERTIFICATION AND ISSUANCE OF QUALIFICATIONS

Person responsible: Principal (Administration)

Policy

The Brent Street organisation offers a range of competency based training programs to its clients. For all accredited programs, graduates will receive an award which has been certified by the Organisation. Where students fail to achieve all the competencies contained in their programs, they will be issued with a Statement of Attainment which provides a list of all competencies achieved.

A record of qualifications issued is kept by the organisation. All awards are numbered and have the seal of the Organisation embedded in them. Records will be retained for a period of 30 years as required by law.

Procedures

1. All qualifications issued by the Brent Street organisation must be entered into the Issuance of Qualifications Register.
2. The Administration Officer is responsible for ensuring that all qualifications issued to students are numbered, signed by the Principals and dated.
3. Students will be issued with Academic Statements at the end of each module of study.
4. Certificates issued to students will contain a list of the competencies achieved in the program/course they have undertaken.
5. Students who fail to achieve all competencies listed in the program/course they are undertaking will be issued with a Statement of Attainment listing which competencies they have achieved.
6. Graduates who lose their Certificates may apply for a duplicate. All duplicates must have the original certificate number printed onto them as well as the word "COPY". A record of duplicates must be entered into the Register alongside the original entry.



MARKETING AND ADVERTISING *Person responsible: Principal (Administration)*

Policy

The Brent Street organisation is committed to integrity, accuracy, and professionalism in its marketing activities. The information provided to clients will avoid vague or ambiguous statements and false or misleading comparisons with other providers or courses.

The Principal (Administration) is responsible for overall marketing outlays, design and dissemination of marketing and advertising materials. All marketing and advertising material must be properly authorised and must comply with all relevant legislation.

Procedures

1. Only the Principal (Administration) can authorise the design, development and use of marketing and advertising materials.
2. All marketing and advertising of educational/training programs or materials must be carried out within Brent Street and legal guidelines.
3. The Brent Street logo cannot be used without the express permission of the Principal (Administration).
4. Word of mouth advertising or marketing of educational/training programs must be within the Brent Street guidelines.
5. All marketing and advertising, particularly by word of mouth, must not be misleading, ambiguous or denigrating of other programs or institutions.
6. All agents must be formally appointed by the Brent Street organisation, prior to undertaking any marketing and advertising activities on its behalf.



INTERNAL AUDITS

Person responsible: Principal (Administration)

Policy

The Brent Street organisation conducts audits of its functions, processes and procedures on an annual or biannual basis, according to need. All functions, processes and procedures are reviewed regularly for effectiveness and efficiency. Monitoring and review of these occurs through:

- Regular staff meetings to review current activities
- Annual review of business plan and its implementation
- Program records
- Client feedback
- Staff feedback
- Management monitoring and review

Procedures

1. Staff are required to cooperate with any formal, authorised program audits, which includes reviews and evaluations.
2. Staff are asked to provide input into program reviews on a regular basis.
3. Staff will be asked from time to time to undertake reviews of specific aspects of programs they are involved in.
4. Staff who wish to offer input or feedback independently of a review is welcome to do so and should approach the Principal (Education) to do so.
5. Where staff/students have concerns relating to the course or program they are teaching/assessing, they should bring these concerns to the attention to the course coordinator/Principal (Education) as soon as a concern is identified.
6. The Principals (Administration and Education) guarantee to take immediate and responsible action where a concern has been notified to them by staff/students.
7. Staff are expected to monitor the progress of the program and their students at all times.
8. Staff are asked to raise issues and concerns at staff meetings where there will be an open forum for discussion and debate.
9. Staff are asked to document any major concerns that need to be addressed with suggested remedial strategies (if known) and present them as soon as possible to the Principal (Education).
10. The Principal (Education) will provide a verbal acknowledgement upon receipt and a guarantee to address the issues or concerns at the earliest possible opportunity.

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11. Staff who are concerned with the resolution of their concerns should provide a written report to the Principal (Administration) who will then confer with staff to resolve the situation.



EXTERNAL AUDITS

Person responsible: Principal (Administration)

Policy

External audits of compliance with legal requirements will be conducted at regular intervals (at least annually, if not sooner). External audits are carried out in accordance with RTO guidelines and for quality assurance and continuous improvement purposes.

Procedures

1. The Principal (Administration) will provide staff with advance notice when audits are to be conducted.
2. Staff are required to cooperate with all auditors when requested.
3. Auditors are to be welcomed and treated with respect by staff and students at all times.
4. Staff may be required to prepare certain documents for external auditors. This must be carried out in a timely manner.
5. During the auditing process, classes may be temporarily disrupted. Staff are to accept the diversion from normal activity with good grace.
6. Staff may be asked to provide information to auditors on the programs they are running and various aspects of implementation.
7. Auditors may speak to students about any aspect of their programs during audits.
8. Staff and students are welcome to provide auditors with constructive information regarding their programs when requested.
9. Auditors may request changes as a result of audit findings. Staff may be required to implement these changes.
10. Changes that are made as the result of audits are mandatory and should be made at the earliest opportunity with good grace.



MUTUAL RECOGNITION OF QUALIFICATIONS

Person responsible: Principal (Education)

This pertains to Certificate IV in Performing Arts students only.

Policy

The Brent Street organisation recognises the qualifications issued by other RTOs under the AQTF. It pursues a mutual recognition policy and guarantees to provide credit, where appropriate, to students entering its courses from other institutions. A process of RPL will apply to all students seeking credit transfer from other RTOs. Brent Street will formally recognise the qualifications of students from other organisations, including overseas institutions offering formal training and education programs of a like nature.

Procedures

1. Students seeking admission to Brent Street course may apply for credit for work formally undertaken at recognised institutions from both Australia and overseas.
2. Students who have attended Australian institutions and have acquired qualifications under the AQTF will receive automatic recognition under the formal RPL process.
3. Students who have partially completed courses/programs under the AQTF may seek recognition of the competency achievements through the formal RPL process.
4. Credit will be granted to students who can provide evidence of their achievements.
5. Students must provide Brent Street with originals of their Statement of Attainments/Certificates/Diplomas and transcripts where these are available to receive full credit. Copies will be taken, certified and originals returned.
6. Credit will not be granted for partially completed competencies.
7. Where insufficient evidence is available to make a decision on recognition, students will be asked to undergo an RPL assessment process, where an assessment of their knowledge and skills level will be made.
8. All applications for recognition should be made to the Principal (Education).



RECOGNITION OF PRIOR LEARNING

Person responsible: Principal (Education)

This pertains to Certificate IV in Performing Arts students only.

Policy

RPL is available for all subject modules and/or program competencies. The learning outcomes of each module provide the RPL benchmarks. Candidates may receive full recognition or advanced standing for the competencies required for a course or module. Advanced standing recognises attainment of some but not all competencies for the course or module. Candidates initially self assess against learning outcomes and assessment criteria of relevant modules. The Principal (Education) advises and assists them to prepare an application and documentation to support their self assessment.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the client and may consist of interview, written assignment, workplace assessment, exam, or other method. Assessment must be conducted by a qualified assessor or assessment panel, under the supervision of the Principal (Education) and course co-ordinator.

Fees may be charged for the RPL service. Refer to current fees and charges.

Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. If further evidence is required then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, collection of other material.

Successful candidates are notified promptly of the RPL outcome. The RPL officer advises unsuccessful candidates of reasons for non recognition and steps they can take, including remedial training and appeal mechanisms.

Procedures

1. Students wishing to apply for recognition of prior learning must acquire an application form from the Brent Street Administration Office.
2. Assistance with completion of the RPL form may be sort from Brent Street Administration staff.
3. Students may apply for RPL of either formally or informally acquired knowledge and skills.
4. Students are expected to complete the application form and present themselves fully prepared for assessment, where required.
5. Students whose applications are successful will receive written notification of what knowledge and skills have been recognised and whether credit or advanced standing has been granted.
6. Students whose applications have been unsuccessful or partially successful will be provided with written notification, with explanations as to why.



7. Students whose applications are successful will be notified as to what program components they will be required to complete.
8. Students who wish to be reassessed may apply to have their applications reassessed. An additional fee will apply.
9. Students who are unhappy with the assessment or any aspect of the RPL process may discuss their concerns with the Principal (Education) to resolve any problems or concerns they have.
10. If any students believe they have been unfairly disadvantaged by the process, they are to be advised as to what further steps they can take by the Principal (Education).



COPYRIGHT

Person responsible: Principal (Administration)

Policy

The Brent Street organisation holds the appropriate copyright approvals and licenses. The use of copyright or licensed materials must be acknowledged and recorded and copyright and/or license fees will be paid to the relevant copyright holders.

Procedures

1. All staff must abide by copyright laws and regulations in the copying of materials.
2. Copyright laws will be posted on the Brent Street photocopying machine.
3. Staff must complete the Copyright Register when copying material which is subject to copyright laws.
4. If there is any confusion about whether material is subject to copyright laws, it must be brought to the attention of the Principal (Administration), prior to use.
5. Brent Street has a license to use copyrighted materials. When in doubt, staff should check whether the materials they are using are covered under this license.



PROFESSIONAL ETHICS

Person responsible: Principal (Education)

Policy

The **Brent Street** organisation undertakes to act all times in an ethical manner. All activities of the organisation will be carried out honestly, fairly, accurately and so as to give value to our clients. We will maintain high standards of financial probity and marketing and advertising integrity. Our program delivery will benefit clients through high standards of education and training, up to date methods, quality materials and expert staff.

Where possible, the particular requirements of individual clients are taken into account by program deliverers, assessors and administrative staff in an ethical manner at all times.

Clients are treated with respect and dignity through:

- Courteous behaviour towards clients
- Recognition of clients' particular needs and circumstances including taking account of their beliefs, ethnicity, cultural and religious practices, etc
- Explaining reasons for information about clients and assuring them of the confidentiality of information
- Organising and monitoring equitable access to and participation in activities
- Referring clients who need specialised assistance unavailable to the organisation to external organisations appropriate to their needs

Procedures

1. Management, staff and students at the Brent Street organisation are expected to behave courteously and considerately towards each other and towards visitors to the Organisation at all times.
2. Management, staff and students will consider the needs and circumstances of all others at the Organisation at all times.
3. At no times is there to be discrimination towards others based on their beliefs, ethnicity, culture and religious practices.
4. Tolerance of the ways of others is the culture of the Brent Street organisation and must be upheld at all times.
5. Discrimination or disrespect, either overt or covert, towards others by staff or students will not be tolerated by the organisation and may result in instant suspension from the organisation.
6. Action will be taken by the Management of Brent Street where ethical issues arise.
7. Staff are not allowed to become involved with students from the Organisation whilst employed with Brent Street. Staff who disregard this will be asked to show cause as to why they should not be dismissed on charges of ethical misconduct.
8. Students who seek to involve themselves in an unethical way with staff must be referred to the Brent Street Administration.



9. Students are entitled to equal access to staff, training resources and materials whilst at the organisation.
10. Students are asked to ensure that resources are not wasted through unnecessary and/or extended use or physical wastage as far as is humanly possible.
11. Students are encouraged to express any concerns they have to teaching/training staff and administrative staff.
12. All staff will endeavor to address the concerns of students at the earliest opportunity.
8. Staff and/or administration will provide feedback to students who have concerns or issues with the organisation.



MANAGEMENT OF RISKS AND HAZARDS

(PHYSICAL, CHEMICAL, ELECTRICAL, ENVIRONMENTAL, MANUAL HANDLING, MECHANICAL)

Policy

The Brent Street organisation has a duty of care to all clients to ensure they are free from risk in the use of its premises and the activities they undertake on behalf of the organisation. Clients are protected from undue risk at all times whilst at the premises.

The Brent Street organisation maintains up to date and adequate insurance cover for the premises and facilities, as well as appropriate workers compensation, professional indemnity and public liability insurance.

The safety of staff and clients is of primary importance in all activities carried out by the Brent Street organisation. The organisation observes all occupational health and safety legislation and copies of the relevant Act are available to staff and clients. Trainers must incorporate OH&S considerations when planning and delivering training, and clients must be advised of the OH&S requirements of their programs and supervised accordingly.

Procedures

1. Staff, students and visitors to the Brent Street premises are required to act in a manner which does not jeopardise their own safety.
2. In the event that a situation presents itself as a risk or hazard to any staff, students or visitors to the premises, this must be reported immediately. This includes physical risks such as those presented by some educational resources, obstacles, items in disrepair, broken glass, carpet or other flooring, appliances used for heating or cooling the premises etc.
3. No chemicals or gaseous substances are to be stored on the premises without the express permission of the Principal (Administration) or delegate and these must be stored in a suitable place in accordance with health and safety legislation and manufacturers' instructions.
4. No heating appliances are to be used for the preparation of lunch outside the kitchen area without the express permission of the Principal (Administration) or delegate.
5. Where furniture, fittings, props and sets must be moved by hand, care must be taken that health and safety limits are not exceeded and that heavy items are moved by more appropriate means. Assistance must be sought when moving large, heavy or awkward items.
6. Staff and students are required to use materials and equipment of Brent Street Studios with care.
7. All accidents, incidents or near misses are to be reported to the Administration immediately they occur or are observed. A report form must be completed by the person filing the report. The Brent Street Administration guarantee that no punitive action will be taken against staff or students who report unsafe conditions or situations.

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8. All staff, students and visitors to the Brent Street premises must maintain a standard of personal hygiene befitting a performing arts establishment. All areas used for food preparation and consumption must be kept in a hygienic state. Toilets and showers must be left in a clean and tidy condition.
9. Staff and students are encouraged to report any unclean or unhygienic areas or situations to the Administration who will take every measure required to remedy the situation.



EMERGENCY AND EVACUATION PROCEDURES

Person responsible: Principal (Administration)

Policy

The Brent Street organisation is responsible for the safety of all occupants of the Brent Street premises. As such, we have specific policies and procedures which must be obeyed in the event of an emergency or evacuation. Emergency and evacuation procedures are posted on the wall of the main foyer and inside all studios and ancillary rooms. All occupants of the premises must abide by the emergency and evacuation procedures provided for their safety, whether visitors, students or staff. In the event of an emergency, all occupants will be given specific instructions by the Officer in Charge of Emergencies and Evacuations. This person must be obeyed.

Procedures

1. Staff and students are expected to follow the procedures posted for emergencies and evacuations.
2. The procedures will be addressed in all staff and student orientations.
3. Staff and students will be familiarised with the procedures from time to time.
4. There must be no interference with notices or equipment provided for the safety of occupants, including signage and equipment on emergency and evacuation procedures.
5. From time to time, the Brent Street Administration will organise emergency and evacuation drills. All staff (management, teaching, and administration), students and visitors will be required to participate.
6. If an accident or emergency situation does occur, the Administration must be immediately alerted by those who are witnesses to the situation.
7. Once a situation has been identified, emergency and/or evacuation procedures are to be put in place.
8. Once the alarm has been raised, all occupants of the building are to follow the direction of the Officer in Charge.
9. When an evacuation is required, every effort is to be made to evacuate the building quickly and assemble at the appointed locations.
10. No one is allowed back into the building until the all clear is given by the Officer in Charge.



RECORDS MANAGEMENT

Person responsible: Administrative Officer

Policy

Brent Street management has in place a system of administrative and records management and document control which ensures the integrity, accuracy and currency of its records. An alphabetical system will be used to store all paper based files/records. All paper based files/records are to be stored in the Administration Office or in the Principals' office, in the case of the organisation's financial management documents and curriculum and course documents. All electronic files/records will be maintained on the Brent Street database using the system provided.

Document control involves both text and electronic media. The Principal (Administration) maintains master copies of financial and management documents. The Principal (Education) maintains master copies of curriculum and course related documents, although their maintenance may be delegated to course coordinators. The Administration Officer holds originals of client data (e.g. evaluation feedback, surveys, etc) and is also responsible for maintenance of electronic media.

All documents carry a version number and date. A list of current document version numbers and dates is maintained by the person responsible for master copies. Minor revisions are flagged by memo and major revisions may involve specific instruction (e.g. changeover workshop, etc).

All Brent Street files/records are confidential. Information about clients will not be disclosed to a third party without the written consent of the client, except as required by law or under the Standards for RTOs.

Records are maintained of program development, program delivery, clients, human and physical resources, and financial and management activities. Records are kept accurate and up to date. The Administration Office is responsible for maintenance of records. Specific records are kept for external reporting (e.g. State Training Authorities, copyright agencies, etc as required).

The records section is responsible for archival of closed files and past records. Physical records are archived systematically and consistently, and stored in a secure location. Electronic records are backed up and copies maintained in a secure location off site. Archives are stored indefinitely in the case of academic records and certification issued and for ten years or as required by regulation in the case of other records.

All records are kept in a secure and confidential environment. Access to files is limited to staff involved in their maintenance and appropriate program personnel.

Students on request are able to access their files.

Program Development

Records are kept of program development. The program development project manager maintains records of personnel involved, their qualifications and experience to develop the particular program, developmental and final documents and materials, hours and dates, industry liaison, etc.



Program Delivery

Program delivery records are kept accurate and up to date. Program co-ordinators are responsible for ensuring that delivery staff record training and assessment activities, resources and outcomes, and forward

these records to the records section for filing and archiving. Records section staffs are responsible for checking accuracy of records received and for data entry and maintenance.



External Reporting

Records section staff is responsible for ensuring that records required for external authorities etc. are kept accurate and up to date. Program co-ordinators are responsible for ensuring that data needed for such records is forwarded to the records section in a timely manner.

Archives

The records section is responsible for archival of closed files and past records. Physical records are archived systematically and consistently, and stored in a secure location. Electronic records are backed up and copies stored in a secure location off site. Records carried on magnetic media are restored regularly to prevent loss of data from media deterioration.

Archives are stored for thirty years in the case of academic records and certification issued and for ten years or as required by regulation in the case of other records.

This system contains records of the following which must be kept up to date and maintained in compliance with good business practice and legislative requirements:

- Student enrolments
- Student assessments
- Student results
- Student appeals, grievance and complaints
- RPL/RCC register
- Qualifications issued
- Staff qualifications
- Staff registers
- Staff recruitment, induction and development registers
- Staff duty statements
- Staff meeting minutes
- Fees paid and refunds given
- Training materials including curricula
- Staff and student surveys
- Stakeholder surveys and responses
- Assets register
- Course advisory committee meeting notes
- Insurance records
- Financial records
- Compliance register
- Risk management register
- Code of practice
- Contracts
- Copyright register
- Staff notices
- Student support register
- Student information
- Internal audit reports
- Inter-organisational agreements
- Advertising and marketing



- Business plans
- Quality assurance and continuous improvement
- Records register

Procedures

1. It is the responsibility of all staff to ensure that paper based and/or electronic files to which they have access or responsibility remain confidential.
2. All paper based files are to be securely stored in their designated locations and electronic files backed up at the end of the day.
3. All student records are to be retained by Brent Street for a period of 30 years. They are not to be deleted from the system or altered in any way by any staff, without the express permission of the Principal (Administration).
4. Upon request by an authorised person or organisation, student records may be transferred to other training institutions or bodies. All transfers will be the responsibility of the Principal (Administration).
5. Records that are not required for regular use will be archived by the Brent Street Administration. If a staff member needs to review an archived record, he/she must approach the Principal (Administration) who will arrange for retrieval of the required records.
6. Students and staff are entitled to access their own personal records. They may make an appointment with the Principal (Administration) or his/her delegate to gain access to such records. Students must be supervised at all times when accessing their records to avoid problems with tampering.
7. All records must be dated and have a version number applied to them by the Administration Officer.
8. All obsolete versions must be withdrawn from the system and archived by the Administration Officer for an appropriate period, depending on the legal and business requirements for such, or, where appropriate, destroyed to avoid confusion.
9. Designated records (e.g. student results/achievements) will be copied and stored off-site in a flood and fire proof location. Those that are required for a period of 30 years will be stored off-site in a safe and secure location.
10. When student files are to be released, the permission of the student must be gained in writing on a formal consent form which can be obtain from Brent Street Administration.
11. All newly created files/records must be entered onto the Records Register which is located in the Administration Office.
12. When files/records need to be removed from the Administration Office, the Administrative Officer in charge of the file/record must be informed.
13. All files/records removed from the Administration Office must be returned to that Office once they are no longer required.

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14. If any file/record needs to be retained out of the Administration Office for an extended period, it must be stored securely at all times and the Administration Office informed.
15. The Administration Officer must record the name of the person using any file/record that is removed from the Office and the time and date of use.



Privacy Policy

Person responsible: General Manager

Personal information collected by Brent Street Studios is treated as confidential and is protected by the Privacy Act 1988 www.privacy.gov.au.

Personal information is information relating to an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion provided.

Information is protected by passwords and locked files.

No access is available to the general public to these areas and only authorized staff may access this information.



Management of Reviewed Training Packages *Person responsible: General Manager*

The management of reviewed training packages (units of competencies) used within the course is as follows:

The CEO will ensure that the RTO maintain a current subscription to DEST Fast Facts. This will ensure that they are notified in a timely basis of any changes to the Training Packages that effect our registration.

Once a relevant change has been notified to the RTO, CEO and the RTO Manager, the details of the changes will be included as an agenda item for the next Management Meeting.

At the next Management meeting the changes will be discussed and an action plan formulated with responsibilities allocated to ensure that the reviewed Training Package is implemented within the next twelve months.

At subsequent Management Meetings the progress to implement the changes will be monitored, reviewed and supported to ensure that the requirements are achieved.

Responsibility for the timely implementation of the reviewed training package is the RTO CEO.



ACTS.

Brent Street Recommended Legislation

Websites

Education & Training Accreditation Board (VETAB Course Accreditation)

<http://www.training.com.au/portal/site/public/menuitem.7f6d0b4ce2611bea3771b51017a62dbc/>

AQTF 2007 essential standards for registration

- The NSW Vocational Education and Training Accreditation (VETA) Act 1990
<http://www.legislation.nsw.gov.au/viewtop/inforce/act%2b100%2b2005%2bfirst%2b0%2bn/>
establishes the NSW Vocational Education and Training Board (VETAB).
- The Industrial and Commercial Training Act
<http://www.studentnet.edu.au/vet/html/aisrto/requirements.html> refers to apprenticeships and traineeships
- NSW Occupational Health & Safety Act 2000
http://www.workcover.nsw.gov.au/Publications/LawAndPolicy/Acts/Pages/ohsact_2000.aspx
secures the health, safety and welfare of persons at work
- Occupational Health and Safety (Committees in Workplaces) Regulation 1999
[http://www.legislation.nsw.gov.au/sessionalview/sessional/SRTITLE/Occupational%20Health%20and%20Safety%20Act%201983%20-%20Occupational%20Health%20and%20Safety%20\(Committees%20in%20Workplaces\)%20Regulation%201999%20\(1999-466\)%20%5BGG%20No%2098%20of%2027.8.1999.%20p%207337%5D.pdf](http://www.legislation.nsw.gov.au/sessionalview/sessional/SRTITLE/Occupational%20Health%20and%20Safety%20Act%201983%20-%20Occupational%20Health%20and%20Safety%20(Committees%20in%20Workplaces)%20Regulation%201999%20(1999-466)%20%5BGG%20No%2098%20of%2027.8.1999.%20p%207337%5D.pdf) OHS committees
- Human Rights and Equal Opportunity Commission Act 1986
http://www.austlii.edu.au/au/legis/cth/consol_act/hraeoca1986512/ equal rights to all
- Sex Discrimination Act 1984 http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/
unlawful discrimination on the basis of sex
- Disability Discrimination Act 1992
http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/ unlawful discrimination on the basis of disability
- Racial Discrimination Act 1975
http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/ unlawful discrimination on the basis of race
- Anti Discrimination Act 1977 http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/
unlawful discrimination on any basis
- The NSW Privacy and Personal Information Act 1998
http://www.austlii.edu.au/au/legis/nsw/consol_act/papipa1998464/ protects personal information
- Affirmative Action (Equal Employment Opportunities for Women) Act 1986
http://www.austlii.edu.au/au/legis/cth/num_act/aaeofwa1986634/s8.html unlawful discrimination against women

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If you have any questions regarding Brent Street P/L. Policy and procedures manual, please contact Brent Street.

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Thank you.