

# DP TRAINING - STUDENT HANDBOOK



Training / Consultancy

**DEVELOPING PERSONNEL TRAINING & CONSULTANCY**

**PASSION - OPPORTUNITY - EDUCATION**

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Welcome,

DP Training would like to welcome you as a student of our Registered Training Organisation. At DP Training we understand that each individual has their own reasons to commence a study program, whether it is for ongoing professional development, changing a career path, gaining formal recognition for the work you do, returning to the workforce or simply starting out after time spent away from a formal training environment.

We are aware of the challenge it presents and offer assurance and encouragement to our students through providing a supportive, quality learning environment in order for you to reach your goals.

I know that your selection of a training provider is major decision for you to gain the qualification you are seeking. I am confident that from the time you enrol, you can be assured that you have taken the first step towards your goal and we will stand by you throughout your chosen pathway, offering support to see you complete your chosen study path and we will encourage you to seize all opportunities to gain new skills and be prepared for the road ahead.

This student handbook will provide the information you require and outline the rights and responsibilities of all students.

We hope your time with us is a rewarding experience and we look forward to supporting your learning path.

Kind regards

*Debbie Goodene*

EO DP Training

**The Key to your career starts here**

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DP Training is a registered training organisation which specialises in adult vocational education and training for the community services & health industry. Our Vision and Mission statement reflects our commitment to the industry, the employees within it, and the community members they serve.

## **Vision**

It is the vision of our training organisation to assist community members and the Community Services & Health Industry in gaining skilled and competent personnel through a training structure, which is fully recognised in Australia.

To foster a quality training environment for all students and a trusted partnership with the community services industry in a mutual commitment to the ongoing education and professional development of staff, both new & existing.

## Mission

To provide the community services industry, quality - flexible training solutions, turnkey curriculum products, and customizable programs. Our training organisation is committed to providing programs and services that will allow community members and service staff to get the training and professional development they need to perform their responsibilities. This will assure the safety and well being of the community members they assist. The courses and programs enhance and increase knowledge of appropriate practices in this field.

## Statement of Purpose

Our training organisation is dedicated to the provision of training programs for the Community Care & Health Services throughout Australia. We can provide flexible training solutions both on and off the job, in addition to E-Learning and distance education anywhere in Australia. We take our services where they are needed.

## Fundamental Principles

Our Training organisation is guided by the following Fundamental Principles:

- the right of people to make choices in their own lives;
- the right of people to dignity, respect, privacy and confidentiality;
- the right of people to be valued as individuals;
- the right of people to access services/training on a non-discriminatory basis;
- the right of the community to accountable and responsive services.

## Objectives

The objectives pursued by our training organisation are:

- to provide the service delivery agents with high quality training options
- to provide community members and employees with the opportunity to diversify their work experiences within the community care & health sector
- to provide community members and employees with the opportunity for personal development and training suitable to their individual aspirations. We will be a fair, equitable and supportive, meeting our financial and other obligations to our students promptly and efficiently. We will encourage them to participate in further education and provide them with opportunities for further professional development
- to ensure that the RTO operates in an effective, efficient and accountable manner.
- to ensure programs and courses will be of high quality and reflect the principles of adult learning.
- to recognise and appreciate students' individual needs and learning styles, provide opportunities for negotiated learning and self-directed learning, encourage ongoing evaluation and positive reinforcement, create an appropriate, relaxed learning environment, and establish pathways to other learning opportunities.
- to respect the rights of our students, students, trainers, employees and clients, and will treat them fairly and ethically at all times. In return we expect them to observe their responsibilities for the welfare of others and the proper care of the organisation's property when engaged in activities conducted by the organisation.
- to exercise sound financial management in all areas of our operation, including the control of the organisations' assets, and will plan, monitor and regularly report on our progress against our plans to ensure our continuing viability.
- to be ethical in all our dealings and will observe all relevant legislative, regulatory, industrial award and funding requirements.
- to endorse the AQTF Quality Strategy as a framework for the documentation of our policies and procedures, the consistent delivery of our courses and support services, and ongoing improvement in all areas of our operation.

## Code of Practice

- Our marketing and advertising to prospective clients is ethical and accurate.
- We will gain written permission from a student or client before using information about that individual or organisation in any marketing materials.
- You will be informed before you enrol of all costs and charges you will incur throughout the course.
- Our Registered Training Organisation [RTO] provides a fair and equitable refund policy statement to each client prior to enrolment.
- We have appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation.
- Our organisation provides on an annual basis a statement from an appropriately qualified accountant attesting to our financial viability.
- We ensure that your academic, financial and other records maintained by us are complete and accurate. These records are kept confidential.
- We are committed to principles of access and equity and will not unlawfully discriminate against students. We ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about any service.
- We engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.
- Our training and assessment strategies are developed in consultation with industry to ensure they are relevant to industry needs.
- Our staff participates in regular professional development training to ensure their knowledge and skills reflect current industry practice.
- Our organisation is committed to continuous improvement; therefore we will seek feedback from our students about the services they have received.
- We ensure that at all times our operations comply with the legislation and the Australian Skills Quality Authority (ASQA) standards which are to be met by each Registered Training Organisation.
- We recognise that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning [RPL].
- If you have completed relevant units of competency with another registered training organisation we will credit these towards completion of your qualification.
- We offer learning and assessment services that are as far as practicable meet your individual learning needs. We can tailor a training program to meet your needs and will offer you a range of learning and assessment resources.
- We have adequate and appropriate Support Services available to all students.
- Our organisation issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines, acknowledging where applicable.
- We are compliant with the Work, Health and Safety Act (WHS) 2011

## **Student Code of Conduct**

Students must maintain a high standard of behaviour while attending training and must not indulge in any act that may result in any damage to property or unduly interfere with the comfort or conveniences of any other person lawfully entitled to be at the training venue.

The Student Code of Conduct applies to all students and aims to ensure the safety, comfort and wellbeing of everyone. All Students are responsible for:

- Notifying DP Training within 7 days of enrolment if they wish to withdraw from their course
- Punctuality, arriving on time for all scheduled classes
- Attend all scheduled classes
- Submit all compulsory assessments when they fall due
- Complete all vocational placement requirements within the allocated timeframes
- To respect yourself and others
- Commitment and accountability for learning needs
- To behave appropriately - ensure your actions and words support learning and teaching
- Teamwork
- Honesty
- Courteous communication - mobile phones must be turned off in class
- Adhere to Workplace Health and Safety requirements
- Produce your identification when requested

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning.

## **Plagiarism**

The term plagiarism refers to taking and using another person's ideas, writing or inventions as your own and failing to acknowledge the source and is not acceptable.

## **Copyright**

You may only copy materials in accordance with the Copyright Act 1968 and you must comply with licences for the use of intellectual property, including software.

## **Confidentiality**

As an enrolled student, you may be required to attend practical work experience placements as part of your studies. In the course of these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of a placement to those outside of the organisation.

## **Target Group**

Our training organisations target group comprises adult community members wanting to enter employment within community services & health sector or upgrade their current skills and career options within these industries.

## **Equal Opportunity**

We strive to be an equal opportunity training organisation treating all trainers, students and potential students fairly, irrespective of their sex, race, religion, political beliefs, age, , sexual preference or marital status. Discrimination and harassment are not accepted in the workplace or in the provision and delivery of our services/training.

## **Access and Equity and Anti-Discrimination etc.**

Our training organisation will ensure that adults have access to our courses and services regardless of gender, marital status, sexual preference, race, colour, ethnic or socio-economic background or religious or political affiliation.

## **Course application**

All applicants are provided with the following information prior to enrolment to enable them to make an informed choice.

- course information including content and vocational outcomes
- Options/eligibility for funded programs
- course timeframe
- fees and charges /refund information
- entry requirements
- enrolment form
- student handbook

## **Entry requirements**

Entry to the course involves the completion of an enrolment form, photo identification, personal interview on request and where stated in the Training Package evidence of recent industry experience. Applicants must also demonstrate a strong commitment to increasing their industry experience and self-development in the vocational area of their study.

## **English Language Proficiency**

Applicants with a non-English speaking background are required to have an adequate level of English language and Numeracy skills to undertake the course. Applicants that require assistance with language development will be advised of available bridging programs. All students will be required to complete a LLN Assessment to determine suitability for the selected course.

## **Language, Literacy and Numeracy (LLN)**

If a student requires language, literacy or numeracy support to achieve their learning goals, and this assistance cannot be provided by DP Training, we will direct students to appropriate services and training facilities to assist them with their needs.

The following agencies are able to provide Language, Literacy and Numeracy support including a range of courses and individual support services. Please contact the respective agency below to access the support required:

- AMES: 13 26 37
- Reading Writing Hotline: 1300 655 506
- Holmesglen: 1300 639 888
- Kangan Institute: 13 82 33

### **Student enrolment**

The enrolment process, as the point of first contact for many students, must be carried out efficiently, politely, and helpfully. It will be conducted with a desire to see that applicants are enrolled in the appropriate qualification to meet their selected career path.

Processing of an enrolment is to be completed within 48 hours of receipt of a fully and correctly completed Enrolment Form in the Office.

Enrolment details will, as far as possible, be entered electronically as received and, otherwise, be entered in order of receipt in the Office. Availability of places will normally be determined in order of entry of enrolments on enrolment record data sheet. Upon acceptance, all applications will be confirmed by phone, email or letter and recorded with a confirmation letter issued to the applicant.

### **Student induction**

A student induction session will be held on commencement of the course and will cover:

- introductions to trainers, staff and other students
- facilities equipment and resources
- course timetable
- Vocational placement requirements
- Learning and assessment strategies
- organisational policies and procedures (eg. WH&S, Complaints, RPL, Credit Transfer, Grievances and Appeals etc)
- student support
- Student Authority to view/Agreement form completion
- question and answer sessions

### **Fees**

To secure placement a deposit/student contribution fee is to be paid before course commencement, the fee balance is required in full within 7 days of course commencement (Unless a payment arrangement has been established)

### **Refunds**

The student must advise of cancellation in writing. All agreements are subject to a seven-day cooling off period whereby the student can choose to terminate the agreement and receive a refund for any monies paid prior to course commencement. All monies, less a 20% administration fee, will be refunded if cancellation occurs within the cooling off period and before any training or assessment has taken place.

If Cancellation notification is received outside of the cooling off period or after training or assessment has taken place no refund is issued.

By course cancellation on behalf of our organisation a full fee amount is refunded.

In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued their confirmation letter with a username and login and these have been used to access the online material.

In the case of flexible delivery, training and assessment is deemed to have commenced once the learner has been issued with a confirmation letter and learning materials

Please note: the costs of any textbooks required are not included in the course fee and are the student's responsibility.

### **Student welfare and guidance services**

A Training Manager is available for addressing welfare and guidance issues. A Student Handbook is provided to all students on enrolment to a training program.

### **Student Support services**

DP Training understand that each student is an individual and will be completing the course with varying levels of ability and under different circumstances. DP Training is dedicated to ensuring that all students are given reasonable opportunity to complete their training, and will provide students with the support to do so. If students are struggling with any issues during their course, they are encouraged to discuss this with their trainer or DP Trainings administration staff. If the student requires support, e.g. disability support, counselling, LLN, etc., we can help identify other service providers who may be able to assist you.

DP Training also acknowledges that our trainers have limited knowledge in regards to the areas of social welfare, and will not be expected to deal with individual student circumstances beyond recommending one of the service providers listed below to support them if required.

### **Commonwealth and State Government Agencies for Support**

Centrelink is a government initiative providing information and assistance relating to a range of programs, including childcare, student assistance payments and registration of all new applicants for income support.

- Job Seekers –132 850
- Students –132 490
- Family Assistance –136 150
- Veterans Affairs –133 254
- National Help Lines and Websites

Information about mental illness, treatments and where to go for support.

- SANE Australia Helpline: 1800 187 263

Information on symptoms, treatment and prevention of depression and bipolar disorder.

- Black Dog Institute: <http://www.blackdoginstitute.org.au>

A provider of relationship support services for individuals, families and communities.

- Relationships Australia: 1300 364 277

Information and support for individuals with a disability suffering abuse and neglect.

- National Disability Neglect and Abuse Hotline: 1800 880 052

Private Charitable Agencies for Support

- Alcohol and Drug Information Services; Phone: 1800 888 236
- Lifeline –for emotional support 24 hours a day; Phone: 1800 825 955
- Women's Domestic Violence Crisis Service; Phone: 1800 015 188
- The Salvation Army National Hotline; Phone: 13 72 58
- Alcohol and Drug Services; Phone: 1800 177 833
- Indigenous Counselling Services; Phone: 07 3899 5041
- Mental Health Association; Phone: 1300 729 686
- Beyond Blue (Depression and Anxiety Support) Phone: 1300 224 636

## **Grievance and dispute resolution procedure**

The purpose of this procedure is to provide a process for enabling trainers and students to bring complaints and disputes to the attention of management in a manner that encourages prompt attention, proper consideration of the facts in the interests of the parties involved, and resolution of the matter in a way that best protects the interests of the organisation and the complainant and meets the organisation's legal or regulatory obligations. The General Manager will mediate to resolve the situation if the grievance is unresolved by the Training Manager. This failing an independent mediator will be engaged.

## **Workplace Health & Safety**

We accept our responsibility to provide a safe and healthy environment for those who use our premises and training venues. We will observe all relevant WHS requirements and all trainers will be familiar with those requirements applicable to their role. We will educate all employees to identify, assess, and initiate the removal of workplace hazards and will encourage them to participate actively in our Workplace Health and Safety reviews.

## **Disciplinary procedures**

Disciplinary action will be taken by the organisation against a trainer/employee or student that is appropriate under the circumstances, and undertaken in a manner that best protects the interests of the organisation, its staff and students while recognising the rights of the person(s) against whom the action is taken. Disciplinary action is investigated by the Training Manager and/or the General Manager. If the agreed changes are not implemented after the appropriate procedures have been taken the employee or student may be dismissed.

## **Attendance**

Regular and punctual attendance at classes is a requirement for successful completion of your course, for distance and E-Learning student's submission of assessment tasks as per timetable is recommended for successful completion of the course with mandatory practical attendance days recorded. Non-attendance jeopardises the student's ability to complete the course requirements and overall failure of their selected qualification. In the event of extended absence, the student may be withdrawn from the course and will have to provide evidence verifying the reasons of their extended absence. DP Training will send written notification to the student outlining their intentions to withdraw the student from the course and provide a timeframe for a response – if no response received within the timeframe provided the student will be automatically withdrawn.

## **Skills recognition**

Students may already have skills or knowledge that will enable them to gain a qualification without taking part in a whole training program. The skills and knowledge may have been gained through study, self-tuition, work and/or life experience.

Skills recognition is the acknowledgment by a training provider that an employee has gained an appropriate level of skill and knowledge that would have otherwise been developed through undertaking a course.

Training providers generally apply skills recognition in two ways:

- recognition of prior learning
- credit transfer.

## **Recognition**

Recognition of Prior Learning (RPL) is a process that enables people who are seeking a formal qualification from a nationally accredited course or Training Program to gain recognition of competencies they have already acquired through formal or informal training and education, work experience, or general life

experience, towards those qualifications. Recognition enables them to avoid unnecessarily duplicating that learning experience.

The process applies to students wishing to receive advanced standing into an accredited course, be exempt from prerequisites because of previous work or educational experience or combine work experience with formal education to achieve a higher accredited qualification.

**All recognition paperwork for RPL or credit transfer must be submitted within 1 months of training commencing and prior to the first assessment submission .**

Students should contact the Training Manager who will provide an RPL Application Form, with the assessment requirements, and discuss the nature of the evidence required, and how it might be obtained, with the student, and the costs involved in obtaining Recognition. If the applicant is suitable a qualified RPL Assessor will be appointed.

The Assessor or Training Manager will review all the evidence submitted and may ask the applicant to participate/attend an interview to review findings and gather more information/evidence.

The student is advised of the outcome of the process, in writing, within fourteen days of the completed review. If Recognition is granted the credential is issued.

**RPL has many benefits:**

- students can finish their courses earlier
- study loads are reduced
- the student can take on additional study leading to a second qualification
- by identifying an individual's current competencies, RPL can effectively target training requirements.

Students who want their knowledge and skills recognised under RPL need to provide the training provider with evidence of their prior learning. Training providers take previous experience and study into account whether it was achieved in Australia or overseas (Where evidence can be verified).

**Credit transfer**

Credit transfer allows students to count relevant, successfully completed study - through study at registered training organisations, accredited private providers, professional organisations or enterprises and universities - towards their current course or qualifications.

Students receive credit for units they have previously completed and are exempt from retaking them, therefore reducing the study load. Contact our office for information about applicable credit transfers.

If you have trained overseas, the National Office of Overseas Skills Recognition will provide advice and assessment for non-trade qualifications and the Department of Employment and Workplace Relations provides trades assessment services.

**Course delivery procedures**

We strive to ensure that the delivery of each course is of a high standard and well-accepted by students, that advertised course outcomes are achieved, that the delivery of VET courses complies in all respects with the requirements for the delivery and assessment of nationally accredited courses and to build mutually beneficial long-term relationships with competent, experienced, and highly regarded local trainers/assessors, who know our training organisation and the way it operates.

VET courses are to be delivered by trainers who have gained Certificate IV Training & Assessment from the Training Package for Assessment and Workplace Training and can demonstrate vocational competencies at least to the level of those being delivered.

## **Course assessment procedures**

Nationally recognised and accredited VET courses have been developed on a competency-based approach to workplace training. Competency is the ability to meet particular standards of performance required in the workplace. For VET courses those standards are standards developed and endorsed by industry and reflected in specific learning outcomes sought from students in national Training Packages and accredited courses.

The trainer/assessor will provide students with written descriptions of course content, learning outcomes, performance criteria and assessment events for each unit. This will also include information on methods of assessment, due dates, and “competent” or “not yet competent” outcomes.

The training manager will establish a Training & Assessment Plan in which all Units and Elements for which Assessment will be required are listed, together with details of the methods of Assessment proposed, the training implications involved, and a timing schedule.

All Course requirements including submissions of assessment tasks for both on and off the job must be finalised and submitted to DP Training in accordance with the training/Assessment plan and timetable that you receive upon commencement. Failure to comply will mean that students will not be eligible to receive their qualification.

## **Off the job Assessment**

Off the job assessments are tasks that accompany your workbook – Student Assessment materials. They have a cover sheet that states the unit of competency and elements of competency being assessed. Off the job assessment activities include case studies, questions and answers, research ,problem solving and observations in a simulated environment. These assessment activities will be assessed by your trainer/assessor.

## **On the job Assessment**

On the job assessment tasks require you to demonstrate your ability to apply your knowledge and skills related to the unit of competency you are completing in the workplace context. On the job assessments usually combine demonstrations, observations and questioning. On the job assessments are conducted by a workplace assessor/supervisor/third party, these can be conducted either on the job or in a simulated workplace environment.

## **Outcome of Assessments**

The outcomes for all assessments are either competent or not yet competent. If you are judged as being not yet competent the assessor will provide you with feedback about what further evidence, you are required to provide. Support will be given where necessary to help you to acquire knowledge or develop skills necessary to be judged as competent.

## **Appeals against Assessment**

Students in accredited training courses have the right to appeal against an assessment with which they disagree. Students first appeal direct to the trainer upon course completion & results notification received within seven days, outlining any evidence for reassessment. They may nominate a third person to be present to act as an advocate. The trainer notifies the Training Manager of the outcome of the appeal within 14 days of appeal notification. If the dispute is unresolved an appeal can be made directly to the General Manager on an Assessment Appeal Form obtainable from the Office, accompanied by payment of the Re-Assessment fee. The General Manager and Training Manager will view the assessment tool and the work done by the student and other students to gain a view of the fairness of the process with notification provided to the student within 28 days. Any further re-appeals will be dealt with a Compliant, Grievances and Appeals process.

## **National Police Check**

Students who participate in a course that requires a vocational placement and/or working with vulnerable people should be aware that if they possess a criminal record involving violence or abuse there may be restrictions to their practical vocational placements, workplace and career options involving contact with vulnerable people. Selected qualifications require the student to undergo a criminal history record check prior to commencement of their work experience/placement. DP Training can provide all relevant application documentation in order to submit a police clearance form; the fee is to be met by student.

If a positive result is returned on the police report, DP Training cannot guarantee the student a vocational placement within the industry, if the student cannot obtain their own vocational placement opportunity within the course completion timeframe they will be withdrawn from the course.

## **Vocational Placement Requirements**

Vocational placement is structured workplace learning, a training plan is developed to support your requirements of tasks to complete during your placement hours. Vocational Placement is an important part of the program that has been designed for students to apply the theoretical knowledge gained in the classroom to a practical level in a workplace environment. This practical approach to learning will prepare students to ease into 120 hours of on the job training required to gain the qualification.

DP Training will assist you to find a suitable vocational placement host. We DO have existing relationships with some facilities/organisations within the areas that we facilitate our courses and these facilities will be contacted for a commencement timeframe upon the successfully completion of ALL of the required theory assessments for the course.

You will complete your placement within an Aged Care facility, Disability or Health Service organisation. DP Training will endeavour to provide placement as close as possible to where you live, however this will not always be possible and there is an expectation that you will have to travel to complete your arranged placement.

DP Training will arrange your vocational placement – if for any reason you do not attend the arranged placement, or you do not complete the required vocational placement hours within the timeframe allocated, DP Training reserves the right to withdraw you from the course and will only issue a statement of Attainment for the units completed as competent. If you decline the arranged vocational placement offered – you will be required to source your own placement and complete within the completion timeframe of your course.

With a selected number of our Host placement providers we will arrange placement to commence the week after class or all your theory submissions have been completed. With other facilities placement may not start immediately upon completion of your course. This will be determined by each facility and their availability; commencement dates will be provided to DP Training and we will send you notification and confirmation of commencement date.

You will be provided with a training plan/student diary to complete while on your placement, this is your part of your final assessment task and supports the demonstration of the skills you have acquired throughout the program. Please ensure that you can complete as many tasks as possible and record your progress, it is important that you diarise all attended hours and have the hours confirmed by the facility supervisor.

Please note if you personally select a facility to attend as a preference, there is a possibility of additional fees charged by that facility to host the placement. These fees are paid directly to the host facility. If you are not aware if any fees are charged by the facility, please contact our administration officer to discuss the details of the specific facility.

The Vocational Placement in an Aged Care facility usually begins at 6.30am – you may need to commence planning now for any arrangements you will require in order to attend the placement – either transport or child care.

Your behaviour at placement reflects on yourself as well as our organisation – please do not impact on future students' access to a particular facility. We all take pride in representing DP Training and looking at opportunities for the future ahead. Always arrive early for shift in full uniform and with your DP Training Student ID badge.

### **Exit points**

Completion of all units of the course is the only exit point for those wishing to receive a full qualification. A Statement of Attainment is available for completed units of competence if a student leaves prior to the end of a course. There is no automatic re-entry point.

### **Certificates and Statements of Attainment**

The purpose of Certificates and Statements of Attainment is to formally recognise the achievement of students in attaining competencies offered in nationally accredited courses in accordance with the conditions attaching to recognition.

Students who achieve the prescribed competencies will receive a Certificate. Those who fail will not receive a Certificate but may receive a Statement of Attainment for the competencies they did achieve. This Procedure covers the process from the training manager's receipt of the trainer's advice of the results of assessment at the end of the course, and the decision on any subsequent appeal, to the delivery of the appropriate qualifications. Certificates can be reissued twice only for a fee of \$44, thereafter re-enrolment will be required.





## RECOGNITION INFORMATION SHEET

<p><b>What is recognition?</b></p>	<p><i>Recognition is the process of gathering evidence of what you have already learned from other courses, from life experience, from work experience and from any training provided at work, and assesses this against the requirements of the course or relevant industry Training Package. Recognition includes:</i></p> <ul style="list-style-type: none"> <li>• Recognition of Prior Learning (RPL) – To gather and produce evidence to support recognition of previous learning, training, qualifications or unpaid / volunteer work appropriate to a single unit or a full qualification.</li> <li>• Credit Transfer (CT) – Completion of exact units from one qualification/Unit toward current application/enrolment</li> </ul>
<p><b>Why apply? – What’s in it for me?</b></p>	<p>It is important to apply for recognition if you think you already have experience that might be relevant to your course. The advantages of applying for recognition are:</p> <ol style="list-style-type: none"> <li>1. You can work out whether your experience is similar to that required by the course/unit of competency.</li> <li>2. If you have already achieved some of the learning outcomes/performance criteria of the course/unit of competency, you might not have to do those sections again. This could mean finishing your course much earlier, or not having such a heavy course load.</li> <li>3. It means that you only study subjects which are new and challenging. You do not have to study subjects in which you have already gained skills and knowledge.</li> <li>4. It recognises that you are commencing study with many skills - that you are not a total beginner.</li> </ol>
<p><b>How it works – What happens?</b></p>	<ol style="list-style-type: none"> <li>1. If you decide to apply for recognition you will be asked to complete an application form giving details of your relevant experience, skills and knowledge.</li> <li>2. An assessor will help you to decide on RPL, CT or a combination of both and assist you to identify what evidence you need to provide for a successful application. When you feel you have gathered together sufficient evidence, the assessor will arrange a formal interview to discuss eligibility and the recognition process.</li> <li>3. After the RPL or CT process you will be notified of the decision. If your application is successful, you will be deemed competent in the enrolled unit/s. If your application is unsuccessful, you can appeal against the decision if you believe it was unfair.</li> </ol>
<p><b>What do I do now?</b></p>	<p>If you think you might be eligible for recognition, you need to ask for a recognition application form to complete. If you are not sure about whether to apply for recognition, you should:</p> <ul style="list-style-type: none"> <li>• Discuss your situation with the Training Manager</li> </ul>

## APPLICATION FOR RECOGNITION / CREDIT TRANSFER

<b>Name of Qualification</b>	AQF Qualification Name: National Code:
<b>Name</b>	
<b>Address</b>	
<b>Phone Number</b>	
<b>Email address</b>	
<b>Place of Employment (if applicable)</b>	

### Notes to assist you to complete this application

- **Formal training** school, RTOs, TAFE or other colleges, university, industry courses, In-services training, etc
- **Work experience** what you learn on the job, informal training.
- **Life experience** family responsibilities, hobbies, community involvement and volunteer work.

**Please Note:** The information provided on the recognition application is only an application for RPL, once completed and returned an RPL Self Assessment kit will be forwarded for completion.

### Indicate Evidence to be provided in the way of Attachments

Please list the attachments you will provide with a copy of your application, this could include a Resume, work references and supportive documentation to help demonstrate your skills/knowledge in the units RPL is applied for.

### Declaration by applicant

I believe that the information I have completed in this application is true and correct.

**Applicant's signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## RECOGNITION OF PRIOR LEARNING

List the units in which you would like to apply for recognition

Unit Code	Unit Title	Unit Code	Unit Title

**List the types of evidence you have to support this application. This may include samples of work, portfolios, projects, workplace documentation.**

Type of Evidence			
Unit Code	Unit Title	Unit Code	Unit Title



Return this application to our training organisation for processing. The training manager will review your application and follow up with a phone call. An RPL Self Assessment kit will be forwarded for completion with supporting documents attached. This will be followed up with you by telephone/interview if further questions are required.

Assessor's comments
Assessors decision
How results will be given and date
Notes.

Assessor \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_



## CHANGE OF ADDRESS/PERSONAL CIRCUMSTANCES FORM

(to be used for change of address, name of a student)

Please complete the details below and return a copy to DP Training.

### **Course/Qualification Details**

Name \_\_\_\_\_.

Employer  
(if Applicable) \_\_\_\_\_

Qualification title  
\_\_\_\_\_

### **Please advise change of name of student**

Previous \_\_\_\_\_ New Name \_\_\_\_\_

### **Please advise New Address details**

Street Address  
\_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile: \_\_\_\_\_

### **Previous address details**

Street Address  
\_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile: \_\_\_\_\_

### **Postal address details**

Street/PO Box \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile: \_\_\_\_\_

Any other circumstances to be noted  
\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

# STUDENT AGREEMENT/AUTHORITY TO VIEW DOCUMENTS

**Acknowledgment of information Received:** (please tick)

- Course Brochure
- Enrolment form
- Eligibility Verification Form
- Fact Sheet
- USI Guide
- Link to Student Handbook
- National police check application
- 100 points of ID
- Direct Debit form (if applicable)
- Student Assessment - Guides
- Learner Questionnaire Form
- Student Vocational Placement Plan

# Please be advised that you will no longer be eligible for government-subsidised training under the QLD Department of Education & Trainings Certificate 3 Guarantee or Higher Level Skill program once you complete your selected qualification.

# As a subsidised student under the C3G or HLS DET program you will be required to complete a short student employment survey within 3 months of completing or discontinuing your qualification.

# If found to be ineligible for funding and this had not been disclosed at the time of enrolment, you will be liable for all costs associated for the full fee of the course or RPL.

## In accordance with the Amended Privacy Act 2000

*WHILE YOU ARE UNDERTAKING YOUR TRAINING, THERE WILL BE TIMES WHEN OUR ORGANISATION AND/OR ITS TRAINING REPRESENTATIVE, NEEDS TO DISCUSS YOUR SITUATION WITH OTHERS. THIS COULD BE WITH YOUR WORKPLACE SUPERVISOR/COLLEAGUE, EMPLOYER, OR A WORKPLACE TRAINER. AS PART OF OUR WORK THERE WILL ALSO BE A NEED TO EXAMINE WORKPLACE SAMPLES TO HELP ASSESS YOUR WORK AGAINST THE TRAINING REQUIREMENTS. THE NEED TO REVIEW DOCUMENTS MAY ALSO BE FOR AUDIT PURPOSES.*

You are required to give consent in writing for any of these discussions or viewing of evidences to occur and for samples of evidence and information to be shared with our organisation as the Registered Training Organisation responsible for the training or assessment. Please be assured that any discussions held with these representatives will be for the purposes of your assessment only.

I give permission for the Training organisation to discuss my training program plan, development and evidence provided with my trainer/assessor/supervisor or qualified third party.

Yes  No

I give permission for the Training organisation to use my name and/or photograph in marketing and promotional material.

Yes  No

Your signature verifies that you have read and understood the documents provided for your selected course and agree to the terms and conditions including the requirements for a national police check and participation in vocational placement.

Name: \_\_\_\_\_ Date \_\_\_\_\_ Signature \_\_\_\_\_

**Please return signed sheet to your Trainer/Assessor at the end of the induction session.**

