



**Developing Personnel Training & Consultancy**

# **DOMESTIC STUDENT HANDBOOK**

## Disclaimer

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# WELCOME TO DP TRAINING

Thank you for choosing DP Training as your preferred training provider. At DP, we are committed to providing the highest quality training and services to all students.

We have a reputation for excellence, high education standards, specialised facilities, professional and supportive Trainers and Assessors. Students can choose a course of study in their area of interest from an extensive curriculum.

To help guide you through your learning experience, this handbook will provide you with information about your training program or course, our policies and procedures, the roles and responsibilities of both DP Training and you as the student and our available Student Support Services. Everything you need to know is in this Handbook.

## OUR MOTO

"Help You Study your Way with DP Training."

## OUR MISSION

"Your first choice training provider for quality training and education designed for an industry-ready workforce."

## OUR VISION

DP Training forges partnerships Australia wide to provide high quality, accessible, training and education programs in specific areas of the Vocational Education and Training (VET) sector to persons wanting to enter the workforce, to individuals wanting to retrain and continually upskill and to employers wanting to improve existing workers' skills.



# EXECUTIVE MANAGEMENT'S WELCOME



At DP Training we are committed to providing the highest quality training and services to our students. To help guide you through your learning experience, this Student Handbook will provide you with information about your training program or course, policies and processes, roles and responsibilities, and our student support services.

For information on your specific program, please visit our website or refer to your Program Handbook. You can also contact DP Training directly or visit our Brisbane Campus to speak with one of our friendly Administration Team or Training staff.

DP Training is a Registered Training Organisation (RTO). Our focus is on technical and applied vocational programs across the community services, health, business, transport and logistics sectors, delivered from early entry courses up to the Advance Diploma level.

Our mission is to ensure all eligible students have a quality education experience through their program engagement, leading to lifelong learning.

Since DP Training was established, more than 10,000 students have entered our doors from all backgrounds and reached levels of achievement that have enhanced their professional career pathways and goals.

We welcome you to join us as a part of the DP Training Team to help you to achieve your goals and aspirations.

*Debbie Goodeve*  
Operations Manager





# WHY STUDY WITH DP TRAINING?

## Community

Australia is a multi-ethnic, multi-religious, and multicultural community. Religious freedom and mutual respect for different religions are an integral part of our shared culture. Students learn in a stimulating environment that is enriched through DP Training's partnerships with industry and the community. To be a DP Training student is to have an informed knowledge of the world and an appreciation for the value of learning for life. DP Training is committed to the growth of each student in a community that values the individual and celebrates generosity, understanding, and compassion for others.

## Study your way

DP Training is a nationally accredited Registered Training Organisation (RTO 31888) registered with the VET regulator, that delivers training, educational programs and courses from early entry Certificate I to Advanced Diploma qualifications to more than 800 students annually.

Our programs are delivered by industry specialist facilitators, including academics and vocational training staff with a wealth of real-world experience.

DP Training is constantly reviewing and updating programs in consultation with the enterprises and industries that employ our students. We offer flexible programs that are adaptive to changing industry demands.

At DP Training, we recognise that students have other commitments and that study and training need to fit around these. That's why we offer a range of study options including:

- full-time (classroom-based face-to-face learning)
- part-time
- self-paced
- online
- blended
- on-the-job
- block or day release for apprentices
- a combination of the above

Once you've chosen the course you want to study, call DP Training to find out which study options are available.



## Quality of training and assessment

DP Training is responsible for the quality of training and assessment and for the issuance of all AQF Qualifications. In the case of programs and courses offered through any third party arrangement, DP Training is the principal RTO and is responsible for reviewing and monitoring the quality of the training and assessment in conjunction with the third party (see more on third party arrangements later in this handbook).

## Student Success is our Priority



**85.5% Students satisfied with location of training**



**92.2% Overall Student Satisfaction Rate**



**83.9% Students Recommended DP Training**



**92.1% Graduate Employability Rate**



**78.6% Graduates received at least one job-related benefit**

\*Extract from NCVER Australian vocational education and training statistics, VET Student Outcomes 2021, Developing Personnel Training & Consultancy Qualification Completers. National Centre for Vocational Education Research

## Industry Currency

DP Training provides accredited training in job-related and technical skills.

We consult with industry and business regularly to match our training with their needs so that you can choose a course that meets your needs.

If you already have a degree, a training course is a great way to complement your skills.

## Guarantee of service

DP Training is committed to achieving all outlined training and assessment for students and meeting all RTO responsibilities.

In the unlikely event that DP Training is unable to commence or complete a program or course, it will, if possible, arrange for the training and assessment to be completed through another RTO.

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements and an agreement to those arrangements, including any refund of fees, will be obtained. If the transfer is not possible, DP Training will provide a refund of any unused portion of the fee.



## World-class facilities

DP Training offers state-of-the-art facilities, including a fully equipped treatment room to provide practical training and assessment in a simulated healthcare environment, giving students the opportunity to understand and practically experience real-world healthcare facilities.

This resource also doubles as an in-house medical facility, ensuring students have access to onsite First Aid treatment in the event this is required, before seeking further medical treatment if necessary.

DP Training is also an educational leader in the business sector, providing quality training and experience to ensure students gain a solid understanding of the Business Services Training Package in the context of a business environment. DP Training provides access to the relevant resources and infrastructure to support students on their learning journey, ensuring each student moves forward with the skills and knowledge required to make significant contributions and navigate the business sector with confidence and expertise.

DP provides training in the Transport and Logistics sector, particularly in the rail infrastructure space. Students have access to a variety of hand-held tools and machinery, rail sleepers and WHS equipment in both a simulated and on-the-job training environment, providing a real-world induction opportunity and experience.

DP Training understands that it is important for students to feel comfortable and secure in their training environment. Each DP Campus is equipped with appropriate resources, facilities and staff to ensure that students have every opportunity to enjoy success in comfortable surroundings. Campuses are conveniently located with access to public transport, nearby shops and food and shopping outlets, with medical facilities close by. Students are encouraged to view each campus as a 'home away from home' and make use of the fully-equipped kitchen facilities and recreational space.





## DP Training Values

- Practice a culture of quality and collaboration in the pursuit of excellence.
- Promote creativity and independent thinking to drive teaching innovation.
- Lead with transparency and accountability in our training, assessment, decisions and activities.
- Upload and promote mutual respect and diversity through our people, ideas and culture.
- Support our people and student community in their pursuit of educational success.
- Drive a collaborative commitment to compliance and continuous improvement.

## DP Training Goals

The goals of DP Training in pursuing its mission and enhancing its reputation for excellence are:

- To offer a range of high-quality short courses and accredited learning pathways in flexible modes designed to meet student, industry and broad community needs.
- To forge beneficial relations with industry, government and professional groups to ensure a cohesive and comprehensive approach to engagement.
- To ensure the organisational and management structure and staff profile contributes positively to fulfilling the mission and goals of DP Training.

- To improve and strengthen business capability as an educational provider to continue offering sustainable and industry-relevant training and education.
- To strengthen the digitisation of training education and delivery innovation to reach and equip regional, remote and interstate students with industry-leading skills.
- To extend vocational skills training and education to degree students in order to add complementary employability skills to succeed as an industry leader.

# WHO IS VET FOR?

VET is for you.

Whether you're still in high school, entering the workforce, upskilling at work, changing careers, pursuing an interest, or finding a pathway to higher education, we have a course for you.

We can help you develop practical, job-ready skills. Choose from more than 55 hands-on short courses, certificates, diplomas and training packages, taught by industry experts in industry-standard facilities.

## Vocational Education Training (VET)

Just as importantly, Australia is well known worldwide for its highly governed vocational education and training (VET) sector, skills-based education and training. It is based on a partnership between educational institutions and industry and focuses on the career-focused skills needed within the job market. Upon the successful completion of vocational training in Australia, students are generally awarded a Diploma or Certificate qualification that is recognised nationally in Australia and generally overseas.

# HOW DO I CHOOSE A VET QUALIFICATION?

The qualification you choose depends on the career you want, the skills you need and your current level of education.

## Certificate I

Covers basic skills required for specific industries, usually offered in remote locations or through schools

## Certificate II

Introductory level courses that prepare you for entry-level work positions, apprenticeships, or further learning opportunities. A Certificate II can also help show a potential employer that you're actively interested in the industry.

## Certificate III

Provides job-ready qualifications and pathways to further studies. At this level, you'll develop theoretical and practical knowledge and skills, ideal for starting an apprenticeship or traineeship. By completing a Certificate III, you may meet the minimum entry requirements to most undergraduate courses at participating universities.

## Certificate IV

Designed for supervisory or management positions, this level is ideal if you want to advance your career in your industry and enhance the skills and knowledge you have previously acquired. Successful completion of this level may provide up to 40 credit points towards an undergraduate Higher Education degree in the same field at participating universities.

## Diploma

A high-level VET qualification where you will gain specialised knowledge and skills for paraprofessional work or further learning. Courses at this level provide broad and in-depth knowledge in professional, technical or creative fields. Successful completion of this level may provide up to 80 credit points towards an undergraduate Higher Education degree in the same field.

## Advanced Diploma

The highest-level VET qualification where you will gain specialised knowledge and skills for professional work or further learning and possible admission to a Bachelor Degree. Courses at this level provide broad and in-depth knowledge in professional, technical or creative fields.

Successful completion of this level may provide up to 80+ credit points to support the range of selection rank thresholds depending on the popularity of the course and the results of the student accepted by a University, towards an undergraduate Higher Education degree in the same field.

## Apprenticeship

Apprenticeships provide a mix of paid on-the-job training and formal study. To begin an apprenticeship, you must have an employer and lodge a contract of training with the relevant Australian Apprenticeships Support Network in your State and/or Territory.

## School-based Apprenticeship and traineeship (SBAT)

Get a start on your career with a nationally accredited qualification. You will gain valuable work skills and experience in your selected vocation while completing the requisite Certificate of Education and Training specific to your State and/or Territory. SBATs are considered 'part time' apprenticeships and traineeships, as the breakdown of shared training and education equates to three days a week at school and two days at work or VET training.

## VET for Secondary Students (VSS)

You don't have to wait to finish high school to start making tracks in your career. You can earn a wage, train with an employer and work towards getting a qualification in your chosen industry while completing your high school studies. DP Training offers selected VET programs for secondary school students. Contact us to find out about available courses, application requirements or more information.

## Short Courses

A group of units that lead to a particular skill or a non-accredited course that focuses on necessary skill sets or licensing requirements needed for a specific occupation. You can upskill in as little as a day with some courses.

### COURSE DURATION

- Certificate I, II, III, and IV may take six (6) months to twelve (12) months.
- Diplomas and Advanced Diplomas take one (1) year to complete
- Apprenticeships take three (3) years on average







# DP TRAINING PROGRAMS

In Australia, only Registered Training Organisations (RTOs) can issue nationally recognised vocational education qualifications. As an RTO, DP Training complies with the standards set by the Australian Skills Quality Authority (ASQA), which is the national regulatory body for Australia's vocational education and training (VET) sector. DP Training is registered to deliver nationally recognised qualifications from a Certificate I (AQF1) to an Advanced Diploma (AQF6) level.

We offer courses and programs for a range of students, from those at school, school leavers and undergraduates, to people working in the industry. We offer both accredited and non-accredited courses and programs, with accredited training leading to a formal qualification such as a Certificate, Diploma or Advanced Diploma.

Courses and programs are delivered by appropriately qualified and experienced trainers through a variety of methods including:

- face-to-face theory and practical lessons
- online theory and assessment
- workplace visits and training
- a combination of the above.

## Program Summary

The following programs are offered for delivery by DP Training as per their Scope of Registration. Refer to [www.training.gov.au](http://www.training.gov.au) to view all programs on our Scope of Registration.

For more detailed information about the courses, structure, and requirements, please visit our website [www.dptraining.com.au](http://www.dptraining.com.au)

### Diploma Level

#### CHC62015 Advanced Diploma in Community Sector Management

This qualification reflects the role of workers who are middle managers or managers across a range of community sector organisations.

#### BSB50120 Diploma of Business

This qualification reflects the role of individuals in a variety of Business Services job roles and may frontline management accountabilities.

#### CHC52021 Diploma of Community Services

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, coordinating and/or delivering of person-centred services to individuals, groups and communities.

### Certificate IV Level

#### BSB40320 Certificate IV in Entrepreneurship and New Business

This qualification reflects the role of individuals establishing a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

#### CHC40221 Certificate IV in School Based Education Support

This qualification reflects the role of workers who assist teachers and support student learning in a range of classroom settings under the guidance of a teacher or other educational professional.

**CHC42021 Certificate IV in Community Services**

This qualification reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups by providing support, advocacy or interventions to individual clients, groups or communities across a range of services.

**CHC43015 Certificate IV in Ageing Support**

This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community-based environments.

**CHC43121 Certificate IV in Disability**

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing.

**CHC43315 Certificate IV in Mental Health**

This qualification reflects the role of workers who provide self-directed recovery-oriented support for people affected by mental illness and psychiatric disability.

**CHC43415 Certificate IV in Leisure and Health**

This qualification reflects the role of workers participating in the design, implementation and evaluation of leisure, health activities and programs for clients in one or more sector areas.

**Certificate III Level**

**BSB30120 Certificate III in Business**

This qualification reflects the role of individuals in a variety of Business Services job roles who are establishing their work performance.

**CHC33021 Certificate III in Individual Support –  
Ageing & Disability**

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

**CHC32015 Certificate III in Community Services**

This qualification reflects the role of entry-level community services workers who support individuals through the provision of person-centred services.

**HLT33115 Certificate III Health Services  
Assistance**

This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients.

**TLI37121 Certificate III in Rail Infrastructure**

This is a general qualification for a person engaged in the rail infrastructure environment who performs tasks involving a broad range of skilled applications in a wide variety of contexts.



## Certificate II Level

### CHC22015 Certificate II in Community Services

This qualification may be used as a pathway for workforce entry as community services workers who provide a first point of contact and assist individuals in meeting their immediate needs.

### TLI27121 Certificate II in Rail Infrastructure

This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients.

## Certificate I level

### FSK10119 Certificate I in Access to Vocational Pathways

This qualification is designed for individuals who require significant foundation skills to support access to a vocational learning pathway.

### FSK10219 Certificate I in Skills for Vocational Pathways

This qualification is designed for individuals who need skills to prepare for a vocational pathway qualification or further foundation skills development.



## Skill Sets

<b>CHCSS00070 Assist Clients with Medication Skill Set</b>	This skill set reflects the requirements to provide support to a person to self-administer medication.
<b>CHCCCS032 Provide basic foot care</b>	This skill set reflects the skill requirements for supporting people who require basic foot, skin and nail care.
<b>CHCSS00140 Case Management Skill Set</b>	This skill set reflects the skill requirements for case management work in the health or community sector.
<b>CHCSS00075 Chronic Disease Self-Management Skill Set</b>	This skill set reflects the skill requirements for work assisting clients with self-management of chronic disease.
<b>CHCSS00133 Induction to Disability Skill Set</b>	This skill set reflects the skill requirements for supporting people with disability.
<b>CHCSS00128 High Support and Complex Care - Disability Support</b>	This skill set reflects the skill requirements for work supporting people with complex care needs requiring high levels of support in a disability context.
<b>CHCSS00123 - Dementia Support</b>	This skill set reflects the skill requirements for work supporting people with dementia.
<b>CHCSS00124 Disability Work - Behaviour Support</b>	This skill set reflects the skill requirements for supporting people with a disability who have behaviours of concern.
<b>CHCSS00129 Individual Support - Ageing Skill Set</b>	This skill set reflects the skill requirements for providing person centred support to older people in various settings.

**CHCSS00130 Individual Support - Disability Skill Set**

This skill set reflects the skill requirements for providing person centred support to people with disability in various settings.

**CHCSS00137 Palliative Approach**

This skill set reflects the skill requirements for work supporting people requiring palliative care.

**CHCSS00127 High Support and Complex Care - Aged Care**

A set of skills for work supporting people with complex care needs requiring high levels of support in an aged care work context, within the delegations of an established individualised plan.

**HLTSS00064 Infection Control Skill Set (Health and Community Services)**

A set of skills to follow organisational infection prevention and control policies and procedures, including implementing standard and transmission-based precautions and responding to infection risks in the workplace.

**BSBSS00119 - Customer Service Skill Set**

This skill set is for individuals who are required to provide customer service for an organisation.

**BSBSS00102 - Micro Business Skill Set**

This skill set is for individuals who investigate and plan a micro business within or external to an organisation.



## Short Courses - Accredited

**CPCWHS1001 Prepare to work safely in the construction industry**

This unit of competency specifies the mandatory work health and safety training required prior to undertaking construction work.

**HLTAID0011 Provide CPR**

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines.

**HLTAID011 Provide First Aid**

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

## Non-accredited Workshops

**Epilepsy & Midazolam Workshop**

This workshop for support workers provides an understanding of Epilepsy and supporting people living with epilepsy. These workshops can be specifically tailored to meet the needs of the individual and provides information and the administration of Midazolam.





<b>Manual Handling Workshop</b>	This workshop is designed as a refresher manual handling course for direct care workers, who support individuals in a community care setting.
<b>Peg Feeding Workshop</b>	This workshop is designed specifically for carers supporting clients who have a PEG (Percutaneous Endoscopic Gastronomy) tube and require feeding via the tube.
<b>Diabetes Workshop</b>	This workshop for support workers provides an overview of Diabetes and supporting people living with diabetes. It includes discussion of types of diabetes, its management including blood glucose monitoring, recognising hypoglycaemia and living with insulin.
<b>Documentation</b>	This workshop for support workers is designed to improve and simplify documentation with confidence; know what to write objectively, non-judgemental, and with correct terminology. Confidence that your case notes provide evidence that you did what was required and at the right time.

## Non-accredited Business Courses

1. Business Planning Essentials
2. Essential Teamwork Skills
3. How to Communicate Effectively as Workplace Leader
4. How to Develop Strong Connected Teams: Team Leader Strategies
5. How to Manage Risk in Small Business
6. How to Strengthen and Grow Your Small Business
7. Marketing: Promote Products & Services
8. Improving Customer Service Skills
9. Improving Time Management Skills

## Issuing certification documents

On completion of your program, having met all the requirements and with all your fees paid, you will be issued with a certificate relevant to your program outcome. For more details please contact DP Training's friendly Administration Team directly.

## Vocational Placement

Vocational Placement is the requirement for a student who is completing a course to undertake compulsory, practical, on-the-job training to gain experience in a real-life workplace, that is an assessable part of their vocational education and training course to meet mandatory training package requirements. DP Training ensures full compliance of qualifications and accredited courses that require vocational placements under the *Standards for Registered Training Organisations 2015* by facilitating workplace vocational placement arrangements through its extensive network of industry partners and collaborators.

## Security Clearances

Some qualifications require a security clearance (e.g., police check, valid blue card and/or yellow card) in order for the student to be eligible to undertake practical and/or vocational placement. Additionally, individual host organisations may have different requirements regarding vaccinations. Please discuss these with our Administration Team during the enrolment process and/or refer to the DP Training website for more information. Please note there are mandatory vaccination requirements within each state and it is up to the student to ensure they are complying with their own state, territory legislation and workplace organisation policies and procedures.

## Third-party arrangements

Where DP Training (DP) utilises third-party arrangements in the provision of services under the DP Training scope of registration, DP will inform students in writing that whilst they are enrolled with DP, a third-party provider is partly or wholly delivering their training. Students will be given the information to contact both DP Training and the third party where relevant. DP Training will provide information to students that DP Training is ultimately responsible for ensuring the quality of training and assessment and for the issuing of certification. DP Training will inform students of any changes to third-party arrangements that are relevant to their course of study.

DP Training has written agreements (third party agreements) with any third party provider that it engages to deliver services under the DP scope of registration, including but not limited to, training and/or assessment and the recruitment of prospective students. These written agreements will specify the responsibilities and obligations of each of the parties in detail. At all times **DP Training is the principle RTO** and remains responsible for ensuring the quality training and assessment of the organisation, regardless of any third-party arrangements in which training and/or assessment is delivered on DP Training's behalf.

DP Training will ensure that any third party providing training services is aware of and will comply with all obligations under any funding contracts. DP Training will require that the third-party provider will cooperate with the Australian Skills Quality Authority (ASQA) in the provision of information and the conduct of monitoring activities.

DP Training will retain the following records:

- evidence of current written agreements (third party arrangement) with any third party providers
- evidence of the systematic monitoring of services provided through a third-party arrangement
- evidence of the qualifications of any trainers and/or assessors engaged through a third-party arrangement
- evidence of payments made by DP Training to third-party providers

DP Training will only enter into third-party arrangements with providers who employ trainers and/or assessors holding qualifications, relevant vocational competence, and current industry skills required by the current Standards and the current funding contract in place. If DP Training enters into a third-party provider arrangement with an individual who is not a trainer or assessor, the individual will work under the direct supervision of a qualified trainer/teacher and will be responsible for assessment outcomes.

DP Training will provide information to students on how they can lodge a complaint or appeal against a third-party provider engaged by DP Training. Any complaints or appeals relating to third parties providing services on behalf of DP Training will be managed according to the DP Training Complaints and Grievances procedure outlined later in this handbook.

DP Training will conduct systematic monitoring of any third-party arrangements to ensure the quality and compliance of services delivered on DP's behalf. This will include but is not limited to:

- validation of assessment tools
- validation of assessment judgments
- review of training and assessment strategy
- review of staff mapping documents
- annual review of the third-party arrangements contract
- compliance checking of student documentation
- monitoring or marketing



DP Training will inform prospective students of any qualifications being delivered and assessed, under a third party arrangement under the brand of the third party with DP Training as the principal RTO. The third-party may also recruit students to these programs and offers support services in addition to the services offered by DP Training as the principal RTO.

DP Training also offers HLT33115 in Certificate III in Health Services Assistance in several high schools through relevant state-based funding programs and third-party arrangements may be in place for some of these.

These programs are on the DP Training scope of registration, as documented through a written third-party agreement.





# APPLICATION AND ENROLMENT

DP Training's application process is designed to ensure the following principles are guided by relevant equal opportunity legislation:

- The student recruitment and admission process is bias-free and non-discriminatory.
- If an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.
- Curriculum is inclusive of a range of participant needs.
- The assessment process is fair, valid, reliable and consistent.
- Support is provided to those with special needs.
- Grievances are addressed in a fair and equitable manner.
- Adaptive technology is developed and used where possible.

DP Training is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, training package requirements and where relevant, workplace requirements.

DP Training will enrol those students who have:

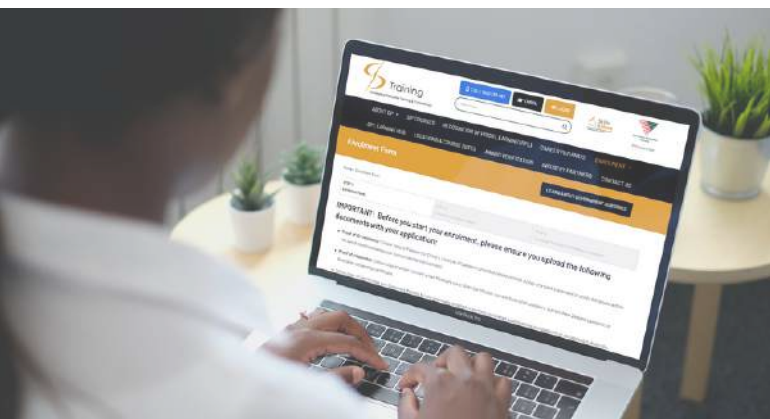
- Made a formal application
- Satisfactorily completed the enrolment process and
- Paid required fees and charges.

DP Training is responsible for the quality of the training and assessment and for the issuance of the AQF awards. In the case of programs offered in partnership with a third-party provider, or high schools operating under a third-party arrangement, this is the responsibility of DP Training.

If you have any program-specific inquiries, please contact the DP Training friendly Administration Team at 162 Abbotsford Road, Bowen Hills, or alternatively on 1300 130 487 or [info@dptrainingconsultancy.com](mailto:info@dptrainingconsultancy.com)

## Where to start

Contact DP Training's friendly Administration Team on **1300 130 487** or [info@dptrainingconsultancy.com](mailto:info@dptrainingconsultancy.com) to ask for an 'Expression of Interest' form to be mailed or emailed. Submit this completed form as the first step toward your application. This form will require a range of information, details, and signatures that will be entered and documented at DP Training.



Some of the information you will be asked to provide with your application form will include certified copies of any educational and personal credentials, for example, proof of your identity and residency. A certified copy is a photocopy of an original document, signed by a Justice of the Peace, a Commissioner for Declarations, or the issuing authority, and stating that the photocopy is a true and exact copy of the original.

Once your application form is accepted, DP Training administration staff will email you a confirmation of enrolment.

### **DP Training student number**

Upon confirmation of your enrolment, you will be issued with a unique DP Training student number that is included on certain DP Training correspondence, forms and to identify you in data submissions to government bodies and regulatory organisations.

### **Unique Student Identifier (USI)**

All students who undertake nationally recognised VET programs will require a Unique Student Identifier (USI). The USI is available online and at no cost, and will stay with the student for life.

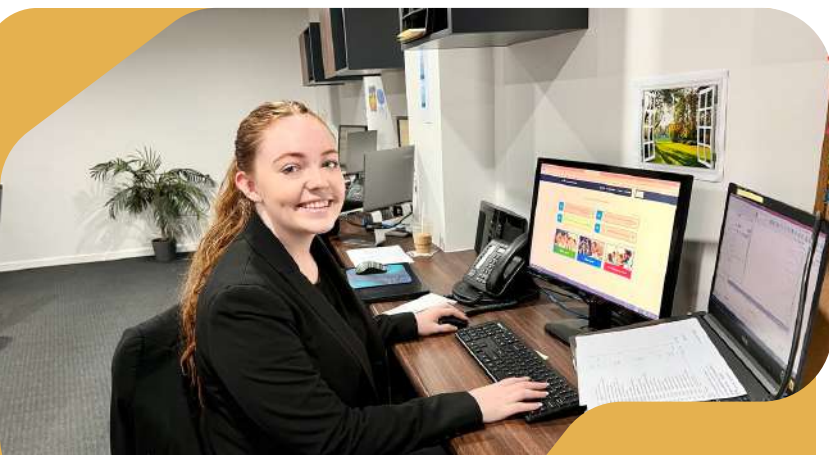
A USI is a reference number made up of numbers and letters that give students access to their USI account. This reference number links an individual's USI account to the National Vocational Education and Training (VET) Data Collection, allowing an individual to see all of their training results from all providers, including all training units and qualifications completed after the USI came into effect on 1 January 2015.

The USI applies to all students enrolled in nationally accredited vocational education and training, regardless of the program being taken.

### **Learning Unique Identifier (LUI)**

In Queensland only, all Year 11 and 12 students have a learning account set up by the Queensland Curriculum and Assessment Authority, which includes a Learning Unique Identifier (LUI). A student learning account is a place where senior high school enrolments and results are recorded, as well as place and dates of study.

Note that you cannot use another student number such as an LUI in place of the USI. The USI is a national number and is not linked with individual state student numbers.



## Students under 18

Students aged under 18 must have permission from their parents or guardians to enrol. Parents or guardians will be required to sign the application/enrolment form.

If you are aged under 18 and applying for a VET Student Loan (VSL), you must have your parent or guardian co-sign your application (unless you are certified as independent, in which case evidence must be provided of independence).

## Credit transfer

DP Training accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF-authorized issuing organisation; or
- authenticated VET transcripts issued by the Registrar.

A student may submit the above statements, listing the units of competencies they have previously completed, which can be verified by their assessor. These units must relate to the program being offered by DP Training. We can apply these credit transfers to the unit being studied, which may reduce the fee for the relevant program. On verification, these documents will be kept in the participant's file and credit transfer for specified competencies will be recorded in the participant's training record.

Summary reports will be maintained outlining recognition awarded in specific programs for audit purposes.

Students must submit an 'Application for Credit Transfer' form together with a certified copy of the Statement of Attainment on which credit is sought. No fees apply to credit transfers. Please note that DP Training is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units completed at another RTO or RTOs.



## Qualifications issued by another RTO

DP Training supports the national policy of the recognition of qualifications and Statements of Attainment issued by other RTOs, regardless of the location, provided the RTO is registered to offer units of competency that exist within the qualification being offered by DP Training and which may also exist in other training packages.

(See also 'Credit transfer' in this handbook.)

## Variation and changes to your enrolment

Changes to enrolment are made via the DP Training Variation to the student enrolment form. Enrolment changes include:

- withdrawal from a unit or program (please contact your program coordinator to discuss the next step)
- change a unit within the program
- cancel enrolment
- change from one program to another.

If you wish to add, withdraw from or change the units that you are enrolled in you can:

- contact our administration team on 1300 130 487 or via email at [info@dptrainingconsultancy.com](mailto:info@dptrainingconsultancy.com)
- submit the Variation to the student enrolment form available on our website.

It is suggested that you check with your trainer before submitting your request to ensure that it does not jeopardise your outcome for training.

Students enrolled in VSL programs who remain enrolled in a unit on the census date for their fee period will incur tuition fees, regardless of whether or not they complete the unit.

Students need to understand their possible fee liability before making any changes to their enrolment. For more information call 1300 130 487, or email DP Training.



## Unit (course) and program extensions

Whilst DP Training is not obligated to extend the period of enrolment if you have not completed your program in time, we do provide paid extension options on request and always work closely with students to achieve a suitable arrangement and pathway forward. Below represents the standard course and program extension fees available:

- Students can request a 1-month extension to their unit (course) end-date in writing by completing a Course Extension Form to be requested via the DP Training Administration Team. Fees and charges apply.
- Students can request a program extension (whole qualification or program) for 1 month or 3 months in writing, by completing a Course Extension Form to be requested via the DP Training Administration Team. Fees and charges apply.

Please contact DP Training's friendly Administration Team for the necessary paperwork and understand that all courses and program extensions are approved on a case-by-case basis, subject to student progress.

## Statutory cooling-off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling-off period. A statutory cooling-off period is defined within the Australian Consumer Law, which was introduced in 2011. A statutory cooling-off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing.

A statutory cooling-off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling-off period and our general obligations for consumer protection during the enrolment process.

It must be noted that DP Training does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling-off period is not likely to be applicable to our learners who have enrolled in a course or program.



## Access and Equity

DP Training recruits students at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. We recruit those students who meet the requirements of the program entry under our accreditation arrangements other than in special circumstances, which are decided on the merit of the application.

All DP Training standards, policies and procedures are appropriately addressed in all aspects of a program's implementation. Emphasis is given to:

- developing resources and strategies which are inclusive
- using language that is both appropriate to the abilities of the participants and the outcomes of the unit
- ensuring equitable access to facilities and resources
- using modified procedures, provisions and/or equipment to ensure equity and compliance with necessary workplace health and safety requirements.

## Language, literacy, and numeracy

DP Training recognises that all vocational training includes language, literacy, and numeracy tasks.

During the enrolment process, DP Training will arrange for all students to undertake an assessment of their current skill level in maths and English. This will be done using the Basic Key Skills Builder (BKSB) which is an online tool. We gather this information so we can give you the best possible support during your studies.

All DP Training trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require students to have language, literacy, and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed
- clear models of the language/literacy/numeracy task
- opportunities for repeated and supported practice
- opportunities for independent practice.

DP Training provides language, literacy and numeracy support if any students require additional practice and training.

## Reasonable adjustment

Students will be provided with reasonable adjustments wherever possible and where reasonable adjustments will not cause unjustifiable hardship to DP Training.

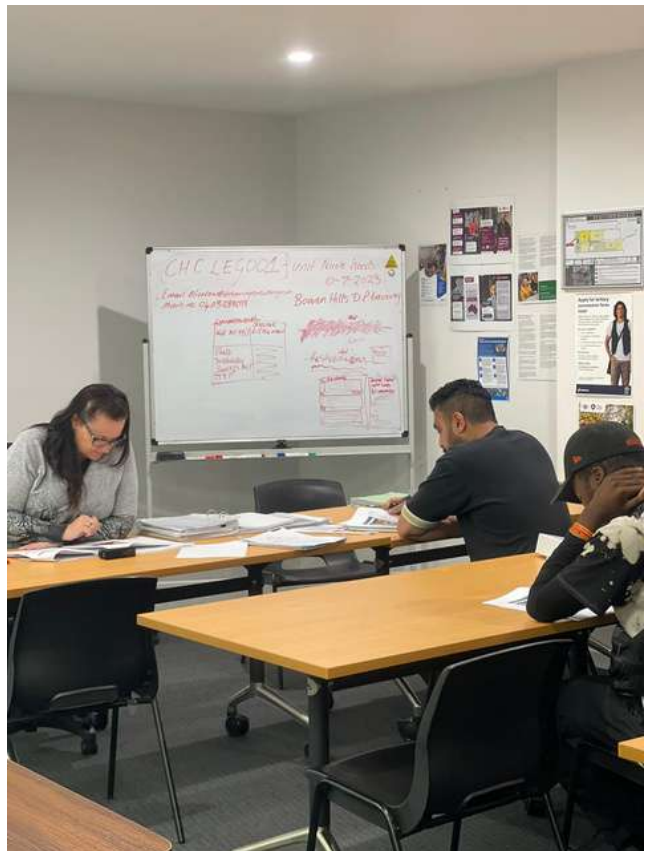
An adjustment is reasonable if it meets the needs of the student with a disability or special circumstances without impacting other students or staff at DP Training.

To determine if an adjustment is reasonable, the following must be considered:

- the student's disability and/or any barriers or challenges that affect that student
- the views of the student (or the student's advocate) about the potential adjustments required
- whether the adjustment will impact the academic standards or requirements of the training package
- what advantages or disadvantages the adjustments may create for the people affected by it
- the costs and benefits of making the adjustment.

## Disability support

Any student with a disability who may require alternative arrangements can seek advice at the start of enrolment from a disability advisor at Student Support Services. For example, special arrangements with assessments can be made for students with disabilities. Refer to the DP Training policy on Student Disability.



# FEES, CHARGES AND FUNDING

Information about fees and charges can be obtained by contacting DP Training and in program brochures via our website. This includes information such as:

- which program you will study
- program duration
- study load and mode (e.g. full-time, part-time, face-to-face, online)
- any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- your eligibility for subsidies or concessions.

Costs and tuition fees will be disclosed on the application form that is sent to you and/or your parent or guardian. Please contact DP Training if you have any questions related to program fees.

Please note: Material fees are included in tuition fees in all programs delivered and assessed by DP Training unless otherwise stated and except those potentially delivered through a third-party provider, which will also be declared upfront and detailed on the website, if applicable.

Please refer to the [DP Training website](#) for more information about these programs through third-party arrangements.

## Program classification

Programs offered by DP Training can be classified as either fee-for-service or government-funded programs.

Fee-for-service programs are not government-funded, so students undertaking such programs will be liable to a charge in exchange for the preparation and delivery of their training. Fees and charges may also apply to government-funded programs offered by DP Training.

These fees and charges are determined pertaining to state-funded training programs or VET Student Loan Commonwealth guidelines. These charges and fees are applied consistently, but the total cost depends on the program specifics.

Please refer to the relevant website in your preferred State and/or Territory to confirm your eligibility requirements to access Government-Funded Education and Training Programs.

## Queensland

The Department of Employment, Small Business, and Training recognises the relationship between employment, strong small businesses, and a skilled workforce.

<https://desbt.qld.gov.au>

## New South Wales

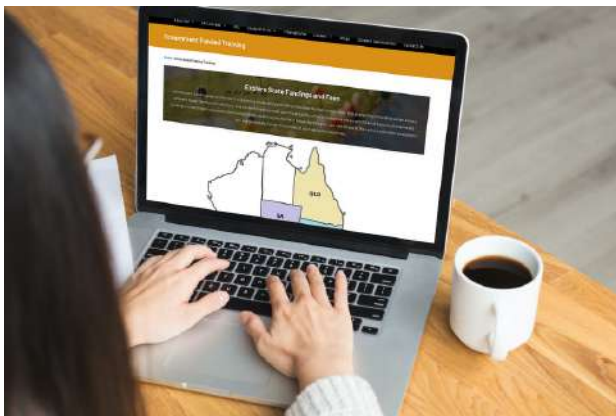
Smart and Skilled provide eligible students with an entitlement to government-subsidised training up to and including Certificate III government funding for higher-level courses (Certificate IV and above) in targeted priority areas. For more information and to determine eligibility please refer -

<https://www.smartandskilled.net.au>

## Government Funding

Government funding assists students by subsidising their tuition fees. Funding varies between State / Territories and students are required to meet eligibility requirements. Find out what types of Government funding or incentives might be available to you in your area by checking your eligibility here - <https://www.dptraining.com.au/government-funded-training/>

\*Please note all State student contribution fees are mandatory and non-refundable



## Exemptions from fees and charges

While no exemptions from fees and charges apply to fee-for-service programs, partial or full exemption of fees and charges may apply to funded programs and vary depending on the source of the funding and student circumstances. The nature and extent of any exemptions and the method of applying for such exemptions will be included in the program-specific material supplied before the program starts.

## Concessions

Certain students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of a concession card such as a Health Care Card or Pensioner Concession Card may be eligible for courses undertaken through government funding. If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility

## GST charges

GST does not apply to accredited programs. If a program is comprised of accredited and non-accredited units then GST will be charged on the non-accredited portion.



## VET student loans (VSL)

Students applying for a VET Student Loan for eligible programs need to clearly understand the requirements and obligations entered into between all parties. VET Student Loan information is available at the [Study Assist website](#) and from DP Training.

VET Student Loan students must supply a valid Tax File Number (TFN) with their enrolment form. Students who do not have a TFN number must apply for one through the Australian Taxation Office (ATO). Failure to supply DP Training with a TFN or a Certificate of Application for a TFN on or before the census date will result in cancellation of enrolment.

## Payment methods

DP Training will provide you with specific payment information as per the requirements of your program. Payment can be made via the DP Training payment portal via Mastercard or Visa card. Other payment options include EFT or PayPal. Contact DP Training to further discuss payment plan options, timeframes or more details.





# ASSESSMENT

DP Training has proven experience and skill in providing or facilitating assessments that meet the endorsed components of the relevant training package(s) and/or accredited units.

We are committed to ensuring a valid and reliable assessment of achievements against industry competency standards. All our assessments remain consistent with ASQA's assessment principles.

## Assessment principles

DP Training ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid:

- **Reliable:** All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.
- **Flexible:** Assessment will be offered in the workplace (on-the-job), in a combination of both or via recognition of prior learning of current competence. DP Training will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair:** Assessment methods and procedures will not under any circumstance, disadvantage any student.

- **Valid:** Assessment activities will always meet the requirements as specified in the subject/unit. Sufficient evidence will always be collected and will be relevant to the standard/module being assessed.

## Evidence and assessment rules

DP Training ensures that all evidence provided by clients as proof of their competency meets the 'rules of evidence'.

- ✓ **Valid:** The assessor is assured that the student has the skills, knowledge and attributes as described in the unit of competency and assessment requirements.
- ✓ **Sufficient:** The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of the student's competency.
- ✓ **Authentic:** The assessor is assured that the evidence presented is the student's own work.
- ✓ **Current:** The assessor is assured that the assessment evidence demonstrates current competency. This requires the evidence to be from the present or the very recent past.

## How the assessment is conducted

When conducting the assessment, DP Training ensures it has staff with appropriate qualifications and adheres to the ASQA Standards. DP ensures that the staff conducting assessment use appropriate methods to record, store and access service outcomes.

Assessment outcomes undertaken by DP Training adhere to clear guidelines:

- ➡ Assessment procedures are clearly explained to students. Throughout the training, students are directed to their assessment requirements and submission dates.
- ➡ Opportunities for recognition (recognition of prior learning/recognition of current compliance and credit transfer) are discussed.
- ➡ The assessment requirements of the subject/unit(s) are outlined and any particular arrangements for the workplace/training environment are arranged.
- ➡ All evidence-gathering methods remain reliable, flexible, fair and valid.

- ➡ All assessments are undertaken and DP records individual assessment results.
- ➡ Post-assessment guidance is available to students.
- ➡ A fair and impartial appeal process is available.
- ➡ Evaluation of assessment processes and procedures is gathered through staff meetings and student feedback.

Evidence gathering methods commonly include, but are not limited to:

- Demonstration
- Questioning
- Workplace performance
- Role-play
- Simulation
- Skills portfolio
- Oral presentation
- Graphic presentation
- Projects/assignments
- Audio/visual creation/development
- Presentations
- Written tests

## Extensions to assessment due dates

Students wishing to apply for an extension to an assessment deadline must do so in writing before the assessment due date. Supporting evidence such as a medical certificate or other documentary evidence of the reasons for an extension should accompany the application. Applications can be submitted to the Operations Manager and may incur a fee when the date exceeds the end date of the unit. Refer to Unit and Program extension fees under the fee policy.

## Assessment outcomes

Within DP Training, a number of result codes are used to record assessment outcomes. Individual assessment outcomes that are used include:

- S Satisfactory
- NS Not satisfactory

The overall final unit of competency outcome codes include:

- C Competency achieved/pass
- CNA Competency not achieved/fail
- W Withdrawn
- CT Credit transfer

Students who receive a grade of 'Not Satisfactory' during training and assessment will have the option to repeat training and re-attempt assessments a number of times as deemed suitable by their trainer – generally twice.

If the student receives a 'Competency not achieved/fail' outcome, the student may have the option to re-enrol and the new applicable program fee will apply.

## Competency not achieved/fail grades for the unit (course)

All students are provided with three attempts to demonstrate satisfactory performance in all assessment items and thus competence in the unit of competency(s). Should a final grade of Not Yet Competent be resulted, a student will pay for the tuition fees for that failed subject/unit in order to be re-trained and re-assessed.

All students are entitled to apply for special consideration and appeal a decision as per our appeals procedures. The cost of the program's unit or subject is determined by the total program cost, divided by the number of units, which will provide a unit-level cost. Therefore, the cost to re-enrol into the units will be determined by the number of units to be repeated.

Note that DP Training is not obligated to provide the opportunity to repeat units or subjects, but rather provide many opportunities to demonstrate competency. As such DP Training offers the option to be re-trained and re-assessed for a given unit(s) and any third repeat requests will be subject to a special consideration application for approval.

## Assessment resubmission, marking, and due dates

DP Training has a series of steps in place to ensure timely feedback is provided to submitted assessments, provide opportunities for resubmission and provide structure to the due dates of all assessment items and their possible resubmission dates, these are outlined below:

### 1 Assessment due dates, marking and feedback to students

- Assessment due dates are set in VETtrak and clearly identified within the Training and Assessment Plans (TAP). This first attempt date must be no shorter than 1 week before the end of the block/study period.

- The assessment needs to be marked and feedback needs to be given to students within 2 weeks.
- If a student receives 'NYS' for assessment, they will be given a 2nd attempt to submit the corrections within 7 days to allow the required study to demonstrate competence.
- If a student receives 'NYS' for an assessment again, they will be given a 3rd attempt to submit the corrections within 7 days.
- If a student receives 'NYS' for an assessment again, they will fail the unit of competency and be resulted in 'CNA' and be required to pay the scheduled tuition fees to repeat the study period/subject/unit(s).
- The result of the unit is to be finalised through the UAS process.

**2** In case a student fails to submit an assessment by the first due date the trainer needs to mark 'NYS' and will have a second opportunity to resubmit within 7 days\*.

**3** A student may request an extension or assessment submission in writing. It is up to the Training Manager and/or Operations Manager to approve the extension and the maximum extension is 1 week from the due date (maximum allowed unless approved through a special consideration process).

**4** All students can complete a special consideration case and assessment appeals as per the DP Training policies and procedures.

**\*Within 7 days or as practically possible to book the required resources and, environment whilst allowing sufficient time for re-training and practice.**

If a piece of assessment is missed or not submitted on time and **NO** medical certificate is provided, students are provided only one opportunity to resubmit/undertake the assessment.

If the assessment is subsequently deemed 'not yet satisfactory' on the second and third attempt, the student will be deemed to have received a 'Competency not achieved/fail' outcome and be required to repeat the unit of competency.

Where extenuating circumstances prevent a student from submitting/completing their assessment, consideration of the circumstances and further actions in certain, limited circumstances may occur.

# RECOGNITION OF PRIOR LEARNING (RPL)

Qualify faster when you have your previous training, life and work experience counted towards a vocational training qualification. This way, you won't have to re-learn what you already know.

Visit: [dptraining.com.au/rpl](http://dptraining.com.au/rpl)

DP Training will recognise prior learning (RPL) in accordance with the VET Quality Framework.

RPL involves an assessment of the skills and knowledge you may have acquired through formal, non-formal and informal learning to determine how much you already meet the requirements of a training package or VET accredited program. If the specified outcomes of the individual units of competency are met, then you will achieve credit for that unit or units in which you are enrolled.

Your particular situation will need to be discussed with the assessor, who will provide additional information in relation to the process, collating evidence and completing the necessary forms, which include an RPL Candidate Information Booklet. Prices for RPL can be found in the Fees section of this handbook.

The process can incorporate the following approaches to determine competency:

- Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma, or university degree)
- Non-formal learning refers to learning that takes place through a structured program of instruction but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business)
- Informal learning refers to learning that results through the experience of work-related, social, family, hobby or leisure activities or voluntary work (for example, interpersonal skills developed at work as a salesperson).

Students seeking RPL may be asked to supply the following evidence:

- documents, references, and relevant examples



- proof of ownership of any examples of work
- certified copies (not originals) of qualifications. (A certified copy is a photocopy of an original document, which has been signed by a Justice of the Peace, Commissioner for Declarations or the issuing authority stating that the photocopy is a true and exact copy of the original.)

If you are unable to supply documentary evidence to support your RPL application you may be required to sit for a 'skill test' to determine competency.

Outcomes of applications for RPL will be kept in your file and the assessment records adjusted to reflect an RPL result.

### **Recognition of Prior Learning fees**

DP Training charges a flat rate for programs of study depending on their AQF level. Should a student be eligible for credit transfer (with verification of documents), a \$0 fee will be applied to the relevant unit and the corresponding unit cost will be deducted off the RPL qualification price (minimum fee paid of \$1,500.00).

If a student requires a trainer/assessor to travel outside a 50 km radius, an additional cost may apply but will be considered and quoted on a case-by-case basis.



# STUDENT RIGHTS & RESPONSIBILITIES

## The Student Charter

All DP Training students are subject to the DP Student Charter which sets out the expectations you can hold for your education and outlines what is expected of you while studying. All students and staff are entitled to work and study in an equitable environment, free of discrimination and harassment.

According to the DP Student Charter, DP Training is committed to:

- Establishing and sustaining a community that supports independent scholarly learning, critical judgment, academic integrity and ethical standards in all students
- the pursuit of excellence in all aspects of learning and research
- involving students as active participants in their educational experience
- enhancing the student experience

As a student, you have a right to:

- work and study in an environment free from harassment, discrimination or threatening behaviour
- be treated fairly and with respect by other students and staff
- have your personal records kept confidential unless permission is granted to pass on information

- the provision of information about your proposed program
- have a say and be listened to by other students and staff

DP Training policy and procedures apply to many aspects of student life. As a DP Training student, you must comply with both DP Training-wide and program-specific regulations. It is the student's responsibility to:

- attend orientation and induction
- attend every class and advise DP Training when absences are required
- pay fees and charges by the due dates
- complete all assessment tasks by the due date)
- check emails regularly as this is the preferred method of correspondence with students
- advise DP Training when your contact details change
- advise the Trainer in advance if you need to be absent from training, where possible
- maintain your duty of care to others and yourself
- participate in work health and safety (WHS) and risk assessment activities

- be responsible for your personal progress. Students are expected to consult with their trainer regularly to derive the greatest benefit and appropriate individual guidance
- abide by the DP Training parking restrictions
- switch mobile phones off during classes
- comply with all DP Training rules, policies and procedures, as contained in this Student Handbook, listed on our website and explained to you at induction
- adhere to the DP Training Student Charter
- not join a class or reattempt assessment in a unit/subject for which you have been deemed 'Not Yet Competent, until a new enrolment form and applicable fees have been paid
- obtain a Unique Student Identifier (USI) before completion of any assessments

### Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and others.

- If you are involved in an accident that results in injury or damage to equipment or facilities you are required to notify your Trainer immediately.

- Appropriate attire, including personal protective clothing (PPE) for training must be worn.
- Appropriate footwear must be worn.

### Health and Safety

There is always the potential for accidents and injury when attending training, so both students and staff must take precautions to avoid them.

The most serious procedure to be aware of is in relation to emergency evacuation in the event of a fire or other hazards. Your Trainer will advise you of the evacuation procedures in case of an emergency and DP Training has a Workplace Health and Safety policy for your protection.

All safety precautions are undertaken by DP Training. Should a safety incident occur, you will be provided with an Incident Report to document the incident and its outcomes.

### First Aid Kits

First Aid Kits are available in all DP Training facilities. Please contact your Trainer if you need to access a first aid kit.

### Authority to drive DP Training vehicles

Unless DP Training students have prior approval from DP Training Executive Manager, they are not permitted to drive DP Training vehicles.

## Smoke-free

DP Training is a smoke-free organisation. Smoking is not permitted on any DP Training campus or recognised site. This includes the use of electronic cigarettes, vape pens or other devices. The smoke-free policy covers all:

- Campuses
- Research/Training sites
- DP Training leased premises
- Car parks
- DP Training fleet vehicles
- Other motor vehicles while on campus.

All staff, students, visitors, contractors and volunteers are required to follow DP Training's smoke-free policy. This includes the general public walking across any part of DP Training campuses or training sites.

## Mobile phones and electronic technology

Electronic technology may only be used for learning and delivery. It is not appropriate to use this technology for personal reasons during class time.

Students are reminded to switch off mobile devices during class.

## Online Conduct

DP Training supports student's use of social media but reminds the students of a potential negative outcome from its use. Please note that:

- Information you post (including photos, links and opinions) forms a record, in many cases permanent.
- This information can be accessed by potential employers.
- Sometimes this information reflects negatively - not only on the individual posting it, but also on DP Training and fellow students.
- DP Training operates a Facebook page and Instagram account, where information of relevance or interest to DP Training students is regularly posted.





## Program expectations and requirements

It is imperative to regularly check the email account you provided when you enrolled at DP Training, as DP Training sends important information on topics including enrolment and fees via this email address. Your email will also be used by training staff if they need to get in contact with you.

## Attendance

Each student's class attendance is updated and the cumulative attendance for each student's enrolment is monitored. A student who cannot attend class should contact their Trainer or the Operations Manager as soon as possible and may need to provide documentary evidence of compelling or compassionate circumstances that apply.

Please refer to DP Training's Attendance and Academic Monitoring Policies and Procedures.

## Student plagiarism, cheating, and collusion

All DP Training members share responsibility for maintaining the academic standing of DP Training.

As such, students have a responsibility to maintain the highest standards of academic integrity in their work and ensure they appropriately acknowledge the ideas, interpretations, words, or creative works of others.

If a student is suspected of plagiarism or cheating all or part of an assessment piece, then the Trainer will discuss the case with the Training Manager and/or Operations Manager and an interview with the student/students may be required. Once it is confirmed that a student has cheated or plagiarized work, this is noted on the student file including the action that was taken. The action to be taken can be any one of the following:

- A warning to the student which is recorded in the student management system;
- A result of unsatisfactory for the relevant piece of assessment and resubmission or resit;
- A result of 'Competency not achieved/fail' for the unit and the student will be required to repeat the unit at a fee;
- Expulsion from DP Training;
- Any other academic penalty as decided by the Executive Management of DP Training.





## Definitions

- **Plagiarism:** the act of misrepresenting as one's own original work, the ideas, interpretations or creative works of another, either intentionally or unintentionally. These include published and unpublished documents, design, music, sounds, images, photographs, computer codes, and ideas gained through working in a group. These ideas, interpretations, words, or works may be found in print and/or electronic media.
- **Cheating:** occurs when a student acts before, during or after an assessment or examination in such a way as to seek to gain an unfair advantage, or assist another student to do.
- **Collusion:** when two or more students or a student and any other person(s) act together to cheat, plagiarise or engage in other academic misconduct or incite others to do so.

## Student misconduct and discipline

All students are expected to participate in training, be respectful of others, adhere to WHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability.

Students are required to observe any lawful direction given by a DP Training staff member in order to ensure the safety of individuals and the orderly conduct of learning programs.

DP Training students must maintain a high standard of behaviour within the premises, or when on a DP Training off-site activity and must not indulge in any acts that may damage the property or convenience of any person lawfully entitled to be within the premises of DP Training.

Action will be taken by DP Training should this be deemed appropriate and an appeals process will be available to participants upon any decision taken by DP Training.

## Disciplinary procedures

The Student Integrity and Misconduct policy sets out a clear process to ensure that students behave in a way that:

- allows reasonable freedom to others to pursue their studies. Duties and other lawful activities at DP Training and on its sites and to participate in the life of DP Training;
- recognises that the pursuit of academic excellence is a key aim of DP Training; and
- promotes the proper use of DP Training's facilities and information and the property of other persons on its sites.



## If you are a high school student

High school students undertaking vocational studies as part of their high school studies must uphold school rules as well as abide by the DP Training Student Charter while they do training on campus.

DP Training will report all high school students' absences, behavioural or WHS issues to their school, as well as program progress. Students who want to leave class early must first have permission from a parent/guardian and their school coordinator.



# COMPLAINTS, APPEALS, GRIEVANCES, REFUNDS AND PRIVACY

DP Training strives to provide a fair and equitable process for dealing with participant complaints, appeals, grievances and requests for refunds.

A participant must lodge a complaint, appeal or request for a refund, where practical, within 30 days of the issue arising.

DP Training is committed to the continuous improvement of its training products and services and you are encouraged to provide feedback.



You are invited to engage via surveys or written submissions at various times during your training. Students undertaking Queensland Government subsidized training are required to complete a Student Employment Outcomes survey within three months of completing or discontinuing training. Complaints are issues that may arise about training or any other matter that is associated with DP Training's performance and delivery.

If you are dissatisfied with your training quality, a service or a decision made by DP Training, it is advised that you complete a formal complaint to provide feedback in writing through email and/or written correspondence.

If you have made a formal complaint or feedback, DP Training will send you a letter (email) of acknowledgment and undertake an investigation of the matter. During the investigation, we may ask you for more information. Within 14 days, DP training will provide a response.

If you are still dissatisfied after receiving DP Training's response, you can request a review or appeal the decision. In the first instance, this should be to DP Training, however, you can request to have the matter escalated to the DP Training Executive Management. If the matter is still not resolved or you are not satisfied with the outcome, it can be further escalated to the Risk and Audit Committee for review.

## Complaints and grievances procedure

If a student wishes to lodge a complaint, they (or their nominated representative) will need to make a formal or informal approach to the trainer/assessor. The complaint will be forwarded to the Training Manager and/or Operations Manager and recorded in writing. If, however, the complaint involved the student's trainer/assessor, the student (or their nominated representative), will need to make a formal or informal approach to the Training Manager and/or Operations Manager.

Where possible you will need to send the DP Training Operations Manager the following information:

- the circumstance surrounding the situation
- date and location of occurrence
- the parties involved in the situation
- why a complaint is being lodged
- any evidence to support your complaint
- the name/s of any witnesses who can support your claim.

All attempts will be made by DP Training to resolve the complaint internally with all parties involved. If, however, the grievance/complaint cannot be resolved, DP Training's Student Grievance Resolution Policy includes a process to be followed for resolving a range of issues. The DP Training Complaints and Grievance Unit is also available to assist and advocate.

Students also have the option to seek assistance from the Australian Skills Quality Authority (ASQA). If you have been unable to resolve the issue with DP Training, you may be able to submit a complaint to ASQA: 1300 701 801, [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) or visit their website [asqa.gov.au/complaints](http://asqa.gov.au/complaints)

## Appeals process

The appeals process applies to all and to any aspect of DP Training decisions or advice relating to an outcome, result or decision that has been issued via a transcript or communicated advice to the individual recipient or student.

Appeals are then applicable when the individual recipient or student does not agree with the final decision, outcome or determination. For example, in the case of a training assessment outcome, when an assessment has been made and the student has been deemed Not Competent (NC), the student may not agree with this decision and therefore may appeal the determination.





An appeal and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the qualification.

A fair and impartial appeals process is made available to the student. If you wish to appeal your assessment result, first discuss the issue with the trainer/assessor. If you would then still like to proceed further with the request, you must make a formal request in writing that outlines the reason(s) for the appeal, including the reasons you believe your assessment result is incorrect or unfair. This should be forwarded to the Training Manager or Operations Manager, who will implement a formal process and record the appeal in writing.

DP Training's time period for the acceptance of appeals is 30 days after you have been issued with the results of your assessment or advice indicating a refusal. Feedback in writing will be provided within four weeks after the appeal has been lodged.

Each person lodging an appeal has an opportunity to formally present their case. In the first instance, the appeal will be reviewed via the Training Manager. The response to each appeal will provide the student with a written statement of the appeal outcomes, including the reason for the decision.



If you are dissatisfied with the outcome, you can request to discuss the matter with the DP Training Operations Manager and have the decision reviewed. Should the outcome of this process not be acceptable, you can escalate the matter to be reviewed by the DP Training Executive Management. For more information, see [here](#).

Should all attempts via DP Training fail to satisfy your appeal, you may lodge a complaint to ASQA: 1300 701 801, [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au), or visit their website [asqa.gov.au/complaints](https://www.asqa.gov.au/complaints).

## Refunds

DP Training ensures that it provides financial safeguards for fees, charges and subsidies received from all students and training service clients. We ensure that all fees and charges paid are recorded in the appropriate manner to guarantee financial integrity.

Any applications for refunds relating to a unit or program delivered via DP Training must be completed in writing to DP Training inquiries or in-person to the friendly Administration Team at the Brisbane Campus. In remote or external situations, you can call the friendly Administration Team to discuss on 1300 130 487 and request to begin an application for a refund.

The application will be forwarded to the Training Manager for review and where supported, it will be forwarded to the Operations Manager for approval. The refund will then be completed by the friendly Administration Team and forwarded to the Finance Department for payment.



This process may take up to 14 days.

DP Training takes a fair and reasonable approach to refunds. The table below details a range of scenarios and the refunds available. To apply for a refund, contact DP Training's friendly Administration Team.

Situation	Refund
Written notification of withdrawal received at least 10 working days prior to the course commencing	Refund all course fees paid less a \$50 Administration Fee
Student wishing to transfer to another date or course (international students only)	Transfer once at no cost (international student only). Subsequent transfer will incur a \$50 Administration Fee
Written notification of withdrawal received after commencement	No refund available
Student has overpaid and has documentation to support over-payment	Full refund of overpaid monies
Student has paid monies and the course is unavailable to commence	Full refund of all course fees paid
Cancellation of a course by the RTO (including closure of the RTO)	Full refund of all course fees paid

\*All State student contribution fees are mandatory and non-refundable.

## Privacy

The *Information Privacy Act 2009 (Qld)* sets out 11 Information Privacy Principles that regulate how DP Training collects, stores, provides access to, uses and discloses personal information. The Act enforces the IPPs with a statutory-based complaints scheme that includes the award of compensation for privacy breaches.

DP Training Privacy Management Policy is based on the following principles:

- DP Training supports responsible and transparent handling of personal information.
- DP Training respects an individual's rights to know how their personal information will be collected, used, disclosed, stored, and disposed of.

- Adequate privacy protection is a necessary condition for DP Training to participate in e-communications and e-transactions.

Each student's records are available to them on request. Student records are not available to other people unless DP Training is requested in writing by the student to allow such access. Circumstances that would require a student's information to be provided elsewhere include:

- when a student elects to defer their tuition through a Commonwealth Student loan scheme
- when a student requests DP Training to create or verify their USI number
- when a high school student fails to provide their LUI
- when a student applies for a government-funded place

On any such occasion, advice pertaining to the need to share a student's information with another department is declared in the disclaimer of their enrolment form. Any student wishing to have access to their records should make a request to the DP Training's friendly Administration Team.



# RTO OBLIGATIONS

DP Training as an RTO (#31888) and operates within the VET Quality Framework. This includes a commitment to recognise the training qualifications issued by other RTOs.

## Educational standards

DP Training has adopted policies and management practices that ensure and maintain a high professional standard in the delivery of its training services.

Our students' welfare and interests are represented through internal quality review procedures that include participant feedback forms and training program review meetings. We monitor the quality of our training services from the student's perspective and ensure your needs are better met through this process. The standard of our programs and delivery is closely monitored through ongoing informal consultation with students and trainers, which includes formal feedback mechanisms.

DP Training maintains a supportive training environment that is conducive to the success of our students who are encouraged to contact their Trainer with any concerns or issues. Through this open-door policy, we aim to quickly address any issue that may impact the student's future success. We also offer ongoing learning support for those participants who may need extra assistance to achieve their success.

DP Training ensures that the staff who deliver training hold appropriate qualifications and experience to deliver that training and facilitate the relevant assessment.

## Student information

DP Training provides accurate, relevant, and up-to-date information to prospective students before the start of any program. This information includes:

- program details and outcome
- program entry requirements
- training program and schedules
- competencies to be achieved
- assessment procedures
- complaints/appeals procedures
- learning support assistance
- RPL process
- a link to the Student Handbook
- credit transfer
- fees and charges where applicable
- details about a certification to be issued on completion or partial completion of the program

## Standards for RTOs

ASQA uses the *Standards for Registered Training Organisations 2015* to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the Standards is a requirement for all ASQA-registered training organisations.

The Standards aim to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the *Standards for Registered Training Organisations 2015*, the *Australia Qualifications Framework*, the *Fit and Proper Person Requirements*, and the *Financial Viability Risk Assessment Requirements*. (Each of these is further explained below):

Paragraph 19A (1) (a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- *Australian Qualifications Framework*
- Training packages
- Nationally Recognised Training (NRT) Logo Specifications

Compliance with the Standards is a condition for all ASQA RTOs and applicants seeking registration under the Act.

## Fit and Proper Person Requirements

The *Fit and Proper Person Requirements* are designed to ensure that key RTO personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcome for VET graduates.

These requirements are set to protect and inspire confidence in the VET system and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally) by determining standards of behaviour by individuals who are in a position to influence an RTOs management.

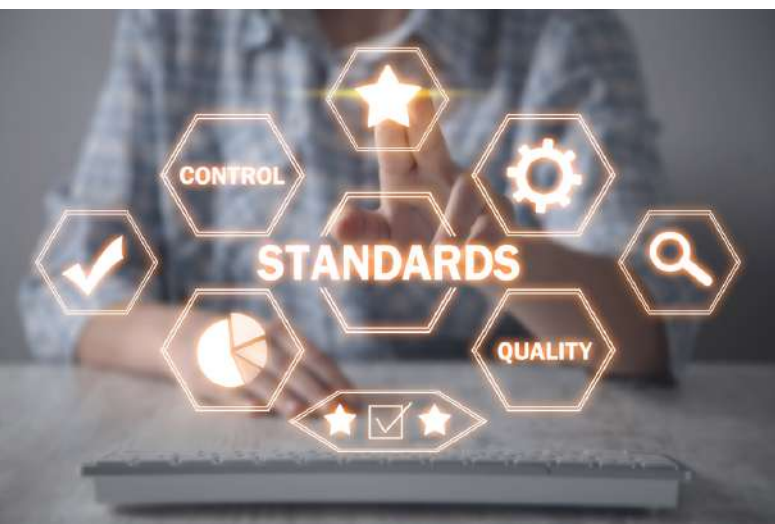
## Financial Viability Risk Assessment Requirements

The *Financial Viability Risk Assessment Requirements* ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

## Data Provision Requirements

The *Data Provision Requirements 2012* ensure RTOs provide ASQA with a range of accurate and complete data about their business operations. These requirements allow ASQA to identify trends and risks within the industry and to further monitor and improve Australia's world-class VET system.

The *Data Provision Requirements 2012* also ensure ASQA has a record of all student records, qualifications, and statements of attainment.



## Australian Qualifications Framework

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications. The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

The *Australian Qualifications Framework Second Edition January 2013* provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF implementation arrangements for the revised AQF are also included.

DP Training is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal framework can be found at:

[legislation.gov.au](http://legislation.gov.au)

[asqa.gov.au](http://asqa.gov.au)



It's been a few months since I graduated with my Advanced Diploma in Community Sector Management, and so I've had a bit of time to implement the things I've learned, but I haven't yet expressed my gratitude for those colleagues around me, that really helped shape me this past year.

There are a few key people who have inspired me to be better, guided me when I needed guidance and supported me through this past year, working full time as a project coordinator, whilst supporting me through my studies.

Thank you Will Gummer, Hannah Carroll and Julian Casagrande for all your time, effort and encouragement. I'm so grateful to have such a supportive workforce.

I also couldn't have completed my Diploma without the constant support from my lecturer, Dwayne, from DP Training and Consultancy

Looking forward to the next step up the ladder.

*Thomas Carty*

## Legislation and regulatory obligations

DP Training operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy, and rights to a discrimination-free environment. There are also several legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at [austlii.edu.au](http://austlii.edu.au) Commonwealth Act Compilations.

This page allows you to browse for legislative items within ComLaw, FRLI, or a specific site database. Items that can be browsed for include Acts (as made) and Act Compilations, Legislative Instruments (as made), and Compilations of Legislative Instruments and Bills 1996+.

Once you have determined what you want to browse, you can elect how the returned legislative items should be sorted. The view tabs will change, depending on what type of legislative item has been selected



The legislation that particularly affects your participation in Vocational Education and Training includes:

#### Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Fair Work Act 2008
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2021
- Privacy Act (2001) including the Australian Privacy Principles
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Skilling Australia's Workforce Act 2005
- Work Health & Safety 2011

Other useful information/links include:

- [asqa.gov.au/students](https://asqa.gov.au/students)
- [legislation.gov.au/Series/F2014L01377](https://legislation.gov.au/Series/F2014L01377)
- [qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/training-courses](https://qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/training-courses)
- [qld.gov.au/education](https://qld.gov.au/education)





# DP TRAINING CAMPUSES

## Brisbane

162 Abbotsford Road  
Bowen Hills QLD 4006



## Gold Coast

Level 3, Unit 7, 52 Davenport Street  
Southport QLD 4215



# DP TRAINING MEETING ROOMS

## Cairns QLD

Nintiringanyi Conference Centre,  
16-18 McCormack Street  
Cairns QLD 4870

## Sydney NSW

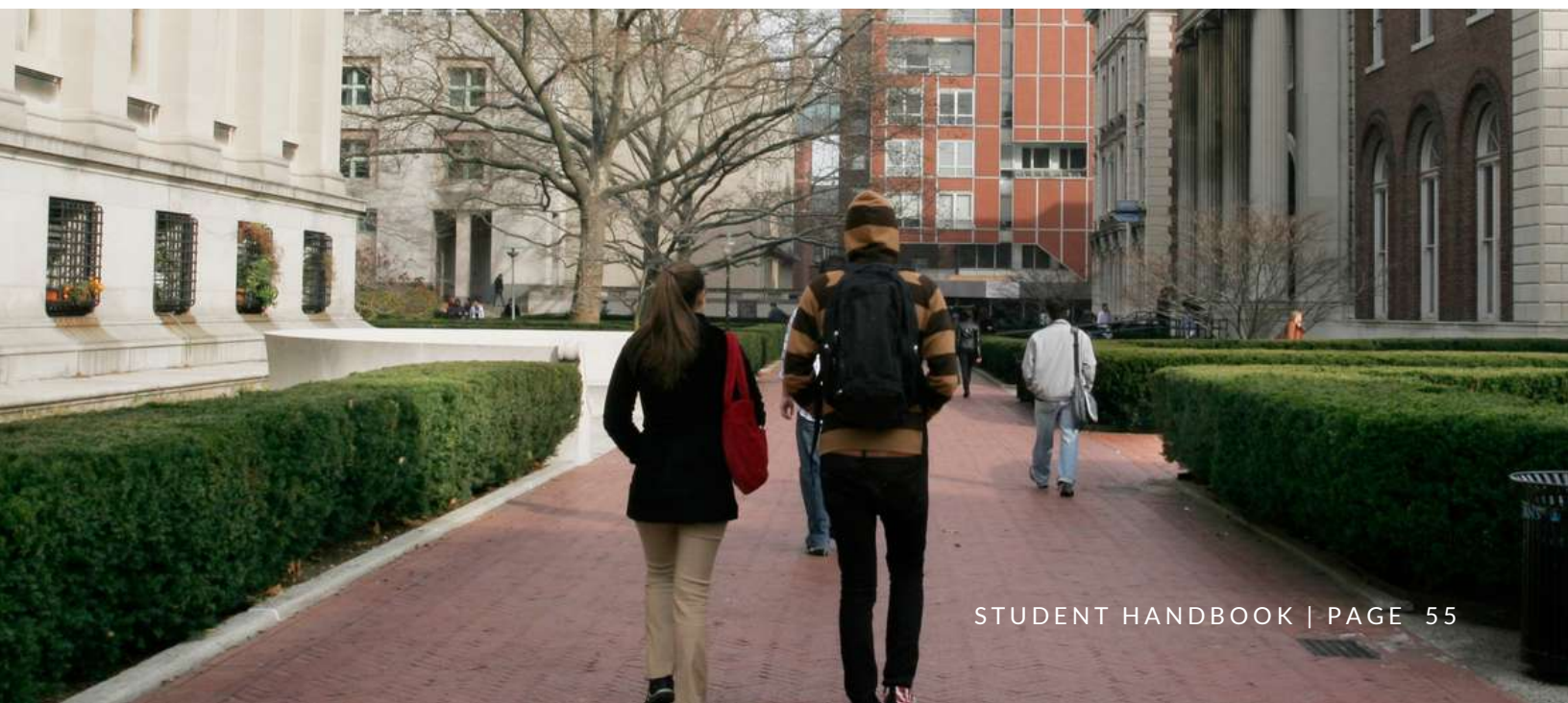
Level 17, Angel Place, 123 Pitt St,  
Sydney NSW 2000

## Adelaide SA

Level 2, 70 Hindmarsh Square, 97 Pirie  
Street, Adelaide, SA 5000

## Melbourne Vic

Level 10, 440 Collins Street  
Melbourne VIC 3000





## HAVE A QUESTION ABOUT THIS GUIDE?

REACH US AT:



1300 130 487



[info@dptrainingconsultancy.com](mailto:info@dptrainingconsultancy.com)



[www.dptraining.com.au](http://www.dptraining.com.au)

