



STUDENT INFORMATION HANDBOOK

Developing Personnel Training & Consultancy
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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. 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.

At DP Training we are committed to provide the highest quality training and services to our students, 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.

DP Training has all the answers to your questions and can help you with everything from choosing the right course, what happens when you first arrive, navigating the many public transport systems available, finding the right accommodation close to one of our campuses, looking for and securing work while you 'study your way' and how to find a healthy life balance between study and work.

Our team of international student support advisors can help you settle into life in Australia and provide support to help with your studies. If you are ever feeling confused or are not sure who to ask for help, our international student support advisors are here, ready and waiting.

OUR MOTTO – “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 waiting to retrain and continually upskill and to employers wanting to improve existing workers' skills.

Introduction

This student handbook is designed to provide you with information about your rights, responsibilities, obligations and expected behaviour as a student of DP Training. It also outlines information about training, assessment and specific requirements of enrolment to complete your qualification successfully, so that you get the best out of your learning experience.

Course specific information such as unit structure, unit outlines, training locations and other information such as study materials needed will be provided separate to this Handbook.

Contacts

General Course and Enrolment Enquiries	
Phone	1300 130 847
Email	info@dptrainingconsultancy.com

International Students Support	
Phone	1300 130 847
Email	info@dptrainingconsultancy.com
After hours support (Emergencies only)	0402 348 462

Student Information

DP Training provides education and training services to a diverse cohort of students in a range of educational settings. It is essential that as an enrolled DP Training student you understand your rights and responsibilities, the expectations governing your behaviour and your safety, and the standards applied to ensure academic integrity.

Expectations

As a DP Training student, your personal responsibilities include:

- Providing all documentation/undertake actions as required at the time of enrolment.
- Treating others, including DP staff, with courtesy and respect.
- Respecting the safety, well-being and property of others.
- Refraining from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others.
- Respecting DP Training resources and facility.
- Participate and to pursue independent scholarly learning and research, critical judgement, self-reflection, and be active participants in the DP Training community.
- Making every effort to meet assessment requirements and submit work on time.
- Meeting the requirements for academic progression and the completion for your course of study.
- Proactively seeking assistance from student support services when needed.

DP Training is responsible for ensuring that you:

- Are provided with accurate information about your course of study and the requirements for enrolment.
- Are treated with courtesy, respect and fairness regardless of age, ethnicity, religion, sexuality or disability.
- Experience a safe learning environment.
- Are provided with the resources to complete your training and assessment activities.
- Have your personal information treated confidentially and provided to third parties only when permitted or required by law.
- Are assessed fairly and judged on the criteria outlined in the program.
- Are provided with timely and constructive feedback about the outcome of assessments and progress of study.
- Have complaints and appeals considered promptly and objectively
- Have reasonable access to student support services.
- Have opportunity to provide feedback on your experience with DP Training.

This Student Code of Conduct applies to the conduct of all students and must always follow while undertaking and participating in all training and assessment activities at DP Training, including any work placement as part of your course which may occur -

- a. On premises owned, leased or occupied by DP Training (or entities it controls).
- b. While using, or is facilitated by, DP Training's ICT resources or other DP Training equipment.
- c. In relation to any academic or work experience or placement program which has a connection to DP Training;
- d. When a person is representing DP Training in any capacity.

Code of Conduct

1. DP Training prohibits the use of illegal drugs, alcohol consumption, and the possession of prohibited or dangerous articles.
2. Mobile Phones and Pagers should be turned off or put on silent before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
3. Students must always follow the directions of the DP Training staff.
4. Students are required to wear appropriate safety clothing and use equipment safely and under supervision.
5. Students must not use inappropriate or offensive language, signs or gestures in any training environment.
6. Violent behaviour of any sort will not be tolerated.
7. Weapons (real or perceived) are not allowed.
8. Discrimination of any form based on race, religion, gender, age, sexual orientation or disability will not be tolerated.
9. Intimidation, bullying or harassment (including sexual harassment) will not be tolerated.
10. All fees and charges must be paid as per the due date on the agreement/invoice.
11. All property (individual or DP Training) is to be respected and not interfered with, without prior consent.
12. Learners are responsible of their own possessions, DP Training accepts no responsibility for personal property lost, stolen or damaged.
13. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
14. No aggressive physical contact or verbal abuse is to occur between any persons at any time.
15. Smoking is not permitted inside training facilities; Australian Law must be followed.
16. Eating or drinking is not permitted in any space other than the designated areas.
17. Clothing and behaviour should be appropriate and not cause offence to anyone.
18. Students must advise DP Training of any change to their contact details that are provided at the time of enrolment, including address, mobile number, email & emergency contact details, within 7 days of the change.
19. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. Refer our Course Progress and Attendance Policies for further details.

All disciplinary matters will be handled by the Operations Manager and/or General Manager.

Enrolment

You can begin your enrolment with DP Training through our website, or email infor@dptrainingconsultancy.com.

You will need to provide all required information to support your application including:

- Provide all required personal information and eligibility documentation.
- Meet your financial obligations, including initial payments and student co-contribution fees where applicable by specified timeframes.
- Notify DP Training if you have any special requirements and/or require any additional support(s) to meet your needs.
- Meet any additional requirements, for example applying for Blue Card, or obtaining relevant security clearances.
- Provide your Unique Student Identifier (USI) or provide permission for DP Training to apply for a USI on your behalf.

There may be specific entry requirements applicable to your course of study. These requirements will be outlined to potential students before they are enrolled in any program of study. All students are expected to have basic numeracy and literacy skills including reading, performing basic calculations such as addition and subtraction, and recording information. DP Training may ask students to undertake language, literacy and numeracy testing where there may be indicators that a student does not possess these skills or as required. Students are also required to show the capacity to understand and follow Work Health and Safety and other work-related instructions.

Please note:

Student enrolment applications will not be processed for students who:

- Have not provided all the requested documents required for enrolment.
- Have outstanding invoices that require payment.

Withdrawals and changes of enrolment

- If you wish to withdraw from a course or make changes to your current enrolment, you must provide this request in writing to info@dptrainingconsultancy.com and may incur additional fees and charges.

Unique Student Identifier (USI)

Under *Student Identifier Act 2014*, from 1 January 2015, each student will need a Unique Student Identifier (USI) to obtain your certificate or qualification from any registered training organisation when undertaking a nationally recognised training in Australia.

A USI gives you access to your online USI account which will help you keep all your training records together. You can log on to the website at www.usi.gov.au and organise your number or get additional information. DP Training will not be able to provide any official transcript or award without an USI.

Student Support

Internal Support

DP makes every effort to accommodate student learning needs and offers reasonable adjustment where possible. Needs could relate to:

- Physical or intellectual ability
- Language, literacy and numeracy
- Mental health status
- Cultural or religious backgrounds
- Location
- Socio-economic factors

Types of support DP may be able to provide include:

- Extensions on assessment due dates (conditions apply).
- Individual negotiation around assessment evidence as long as it doesn't compromise the integrity of the competency outcomes (reasonable adjustment).
- Information about other relevant support services.
- Discussion with your supervisor or other relevant workplace person (if applicable) where workplace support is the most appropriate assistance.
- Additional support from trainers to help understand assessments, by arranging with DP Training to spend supplementary individual or group time with a trainer.

DP can make an initial assessment based on the information you provide, by matching that against what DP can offer. Please note that while DP makes every effort to accommodate student support needs, it may not be possible in all circumstances to provide individuals with the range or level of support necessary for them to successfully complete their chosen course of study. In such cases DP may direct students to external support services.

External support

A range of external support services are available including:

- **LIFELINE** – 13 11 14, 24/7 crisis support line
- **KIDS HELPLINE** – 1800 551 800 Telephone Counselling Support
- **QUEENSLAND SEXUAL ASSAULT HELPLINE** – 1800 010 120 (7.30am - 11.30pm, 7 Days)
- **HEADSPACE** – 1800 650 890, headspace.org.au
- **REACH OUT** – ReachOut.com
- **HEAD TO HEALTH** – HeadtoHealth.gov.au
- **Queensland Statewide Sexual Assault Helpline** – 1800 010 120
- **1800Respect (1800 737 732)**: National Sexual Assault
- **Domestic Family Violence Counselling Service** – 1800 737 732 or 1800respect.org.au
- **Rape and Domestic Violence Services Australia** – 1800 211 028 or rape-dvservices.org.au
- **Mensline** – 1300 789 978 or mensline.org.au
- **QLife**: National LGBTI Telephone Counselling and Information line – 1800 184 527 or qlife.org.au
- **Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)** – 07 3391 6677 or qpastt.org.au

Academic progression

Students are expected to meet all the academic progression requirements of their course, which means:

- Submitting and undertaking all assessment activities on time
- Satisfactorily progressing in their course within prescribed study period (Study period defined as a 6-week duration)

The number of assessments and the type of assessments may vary depending on the course you have enrolled in. The amount of time taken to complete each assessment may also differ depending on individual learning style and capabilities. However, to successfully complete your course, it is expected that you commit to a minimum of 20 hours per week towards your course of study.

It is also expected that students regularly submit their assessments to ensure that the assessment is undertaken within an appropriate timeframe of content delivery. This is essential to the quality of learning and support as well as ensuring that you complete your course within the identified timeframe. Where a student has not submitted any assessments for a period of 2 months, DP will contact the student to determine their status in relation to the course.

If DP Training does not receive any course work for 3 consecutive months, the student will be notified of “intention to cancel” from the course and you are required to respond within the specified time frame, failing to do so will result in enrolment cancellation.

If you are having difficulties in managing satisfactory academic progression, you should proactively seek assistance and discuss this with your trainer/ assessor. You may negotiate any required changes to your enrolment.

For more information, please refer to our ‘Course Progress Monitoring’ policy.

Assessments

DP Training utilises a range of assessments to ensure that student competency is appropriately assessed. Students will be informed which assessments they are required to undertake for each unit.

Assessments may include but are not limited to:

- Written assessments (including assignments, case studies, research projects)
- Practical assessments (including demonstrations, practical tasks, observations, and role plays)
- Workplace activities (including logbooks, supervisor reports, work placement and work-based projects)

Students must keep a copy of their own assessments, whether you submit your assessment by email or in person. DP does not take responsibility for any assessment not received. If your assessment does not reach DP Training and you have not kept a copy, you will need to redo the assessment and resend it for it to be marked. It is up to individual students to ensure their assessment has been received by DP Training.

Assessment marking and feedback

Once the assessments are received by the trainer, please allow at least **14 days** for them to be marked and be provided with feedback. Once all your assessment activities in all the units you enrolled in, are marked competent by your trainer, it may take up to **30 days** for your certificate to be processed.

Plagiarism, collusion and cheating

DP Training Senior Management and all training staff are committed to identifying all plagiarism, cheating and collusion and other related misconduct by students undertaking any assessment activities and applying corrective actions to prevent cheating, plagiarism or collusion and other related misconduct contributing to a competency outcome.

Plagiarism – is using another person’s work and not referencing or acknowledging it, therefore representing it as your own. If you use someone else’s work, for example research from the internet or a journal, you need to reference it while also presenting the content in your own words to demonstrate your understanding.

The following are considered plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged:

- Failing to adequately reference the work of others.
- Copying part or all of another person’s work.
- Submitting work that in part or in its entirety has been copied from written material, or electronic material including the internet.

Cheating – is the practice of committing deceptive acts for the purpose of obtaining a competency result in any assessment activity. Cheating also includes assisting another student to deceptively obtain a competency result. Collaboration – involves the authorised working partnership of two or more people, such as on a project or assignment. It is important to make the distinction between collaboration and collusion. Generally, it is considered that if students are required to produce assessment items these should be done independently, except when they are asked to participate in a group project requiring a joint group response to a task. Avoiding unauthorised collaboration is every student’s responsibility and trainers and assessors are required to ensure students understand the parameters of their assessment tasks.

Collusion – means the agreement between two or more people for a deceitful or fraudulent purpose. This includes unauthorised collaboration on assessable written, oral or practical work with another person/s. Collusion is said to occur when a student works with others to produce work, which is then presented as the student’s own work, or the work of the other person(s) or where a student collaborates without the authority of other students and submits work which is substantially not the student’s own work.

Impersonation – means falsely representing oneself as another person and includes:

- Impersonating another student in an exam
- Submitting assessment that was written by others
- Impersonating someone in an online environment where that person is contributing to input into the course or to posts that contribute to assessment or to the completion of online assessments.

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.

Credit Transfer and Recognition of

Prior Learning (RPL)

Credit Transfer

The 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 another RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Current and prospective students are eligible to apply for credit transfer when:

- You have previously successfully completed the unit/s through other registered training organisation or higher education provider.
- The unit/s for which you are applying for credit was not awarded by the previous registered training organisation or higher education provider through credit.
- You are applying for admission or currently enrolled in unit/s with DP Training for which you are applying for credit.
- The unit/s is embedded within the qualification in which you are applying for admission or enrolled. Where the relevant unit/s are electives within the qualification's packaging rules, only the required number of electives for the qualification will be eligible for credit.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is assessment only pathway that provides you with an opportunity to receive credit for the formal and non-formal learning you have undertaken. The RPL process considers all evidence of the relevant skills, knowledge, and work experience that you may have and assess against the knowledge and the performance criteria of the qualification. You may be able to gain a complete qualification or credit towards parts of a qualification, if there are gaps in your knowledge, these can then be completed with additional training and assessment.

To make an RPL application you will need to submit the following information at the time of your enrolment or soon after –

- An RPL Self-Appraisal Form; and
- Supporting evidence such as Resume/CV, position description/s, records of any previous study such as certified copies of Awards, Records of Results, statements of attainment, or a USI Transcript. Supporting evidence must be either copies certified by a Justice of the Peace or provide originals for sighting by an appropriate DP Training staff member.

Work Placement

Work placement requirements exist to satisfy the full scope of many qualifications. Prior to enrolment, prospective students enquiring about a course of study will be provided information outlining the requirements of this course, including any work placement requirements. Students undertaking a course of study which includes a mandatory work placement should give due consideration to their personal availability and capacity to undertake this process as the qualification cannot be issued until all components are successfully completed and verified. DP Training has host agreements with a range of service providers where the students are placed to complete their work placement. For additional information, please refer to DP Training's Work Placement Policy.

Complaints and Appeals

DP Training is committed to continually improving its quality of service. You are encouraged to provide feedback to DP Training about its operations and the quality of education and training you are receiving. You will be invited to provide feedback via surveys at various points within your course of study but can submit feedback to the Operations manager at any time by emailing infor@dptrainingconsultancy.com. DP Training values and practices openness, fairness, and accountability in the conduct of its activities including any investigations that may arise from student feedback.

All staff members involved in complaints and appeals process will treat the information with confidentiality. This means that the name or identity of the person complaining/appealing, and any other private information, will only be given to people who need to know it to deal with the specific issue raised. If a student feels that they are being treated unfavourably by training personnel following a complaint or appeal, they should immediately contact the Operations Manager. DP is committed to the resolution of complaints and appeals in a fair and timely manner by ensuring that students:

- Are clearly informed in a timely manner about how to make a complaint or appeal.
- Have an opportunity to present their case.
- Have access to an independent representative if needed.
- Are clearly informed of the outcomes of the complaint or appeal.
- Have their complaints and appeals resolved within realistic and fair timeframes.

A complaint can be lodged about any aspect of the DP Training services, formally in writing or informally by speaking to a staff member, and DP Training will provide an acknowledgement within 5 working days and will aim to resolve as soon it possibly can.

DP treats every complaint as a serious matter and attempts, where possible, to negotiate a satisfactory outcome for all parties. Steps to make a complaint:

- Contact either your trainer or DP's Operations Manager to discuss the complaint and to see if it can be resolved informally.
- If the situation is not resolved informally, you will be asked to formally submit the complaint in writing for a formal review. This review will be undertaken by the Operations Manager.
- If the situation is not resolved through the formal process, the complaint will be escalated to the General Manager.
- If the complaint is still not resolved or you are not satisfied with the outcome, you can contact external body as listed –

The National Training Complaints Hotline for VET Students	Phone: 13 38 73
Queensland Human Rights Commission)	Phone: 1300 130 670
Australian Human Rights Commission	Phone: 1300 369 711
Office of the Australian Information Commissioner (Issues around privacy)	Phone: 1300 363 992

Appeal of assessment decision

You can appeal a decision of the assessment where you have been marked “not competent” within 7 days from the day decision made. To raise concerns about the process of the assessment not being conducted in a supportive learning environment, students should do so in writing addressed to the training manager through infor@dptrainingconsultancy.com

An appeal may be lodged in relation to:

- The outcome of an assessment activity that relates to a nationally recognised module or a course offered by DP Training.
- The outcome of an RPL application.

To lodge an appeal please follow the following process:

- Try to contact your trainer/assessor and ask for the clarification of the decision or for the assessment in question to be reassessed.
- If you are not satisfied with the outcome of the process, you will be required to lodge an official appeal in writing, stating the grounds on which your appeal is based with the Operations Manager. The Operations Manager will then investigate the appeal and notify you of the outcome.
- If you are not satisfied with the outcome of the investigation by the Operations Manager, you may request that your appeal be considered by an external body.

*For more information, please refer to our “Complaints and Appeals” policy on our website.

Health and Safety

DP Training is committed to providing a safe, healthy and productive working environment for all people who work, study or visit the campus or have the potential to be affected by DP’s activities.

The *Work Health and Safety Act 2011* (Qld) applies to you and includes several work health and safety (WHS) obligations. You will contribute significantly to meeting your obligations for WHS at DP Training by putting in place these top five priorities:

- Take care of your own health and safety and don't do anything that will affect the safety of others.
- Obey safety signage and wear appropriate personal protective equipment (PPE).
- Follow directions given by DP Training staff while you are on site.
- Only use property, plant, and equipment for its intended purposes.
- Report all injuries, incidents, hazards or near misses to your trainer or other DP staff.

Your safety and the safety of others is the most important thing and DP Training will ensure that all activities, including training and assessment, are conducted in a safe manner.

You are entitled to challenge, in a respectful manner, directions or decisions of DP Training, if you consider them to be unlawful, unreasonable, or to potentially endanger an individual/s health and safety or if it violates the WHS Act.

Privacy and Confidentiality

All personal information held by DP Training remains confidential and protected and is only used for the reason it was collected. DP Training will not pass on any personal information to a third party without consent or unless required by law.

It is student's responsibility to keep information as accurate, up-to-date, and complete as possible and require you to update us within 7 days, if your personal or contact details have changed.

Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details for research, statistical analysis, program evaluation and internal management purposes. We DO NOT share, rent, or sell personal information provided to DP Training. The confidentiality of the information we collect is protected under the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Financial Undertakings

Tuition Fees

Tuition Fees are for your participation in education and training, and include:

1. Fee for service tuition fees (fees are full price); and
2. Government subsidised tuition fees (fees are less than full price, with the government paying some of the cost of training).

Non-tuition Fees

Non-tuition Fees are for prescribed administrative services and materials (including documents and records fees, special assessment fees, administration fees).

Payment

Student eligible for subsidised training must pay their co-contribution fee in full at the time of enrolment.

- Student co-contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by DP Training.
- The student co-contribution fee may be paid on behalf of the student by their employer or a third party unrelated to the DP Training, but cannot be paid or waived by DP Training, unless approved in writing by the Department of Education and Training.

Student enrolling in fee for service will incur a non-refundable fee of \$300 plus the initial deposit as mentioned in the fee schedule relevant to their course at the time of enrolment. All remaining fees and charges are to be paid according to the fee schedule or as agreed prior to enrolment.

Payment methods

DP Training may accept payment of your student fees via the following methods:

1. EFTPOS
2. Credit card (Visa or MasterCard only)
3. Bank Transfer

Refunds

Depending on the circumstances, refunds (less the administration charge) may be available for the first 2 weeks from the qualification start date, thereafter refunds will only be processed in an exceptional circumstance. Students in exceptional circumstances can make a request for special consideration to the Operations Manager in writing and will be evaluated case by case.

For more information, please refer to our 'fee and charges' policy.

Government Subsidised Training Initiatives

Career Start and Career Boost (Queensland)

Career Start provides Queenslanders with skills and support to start their career.

The program provides training to help job seekers secure a job and supports those already employed to move into more skilled roles or full-time employment, including after completing an apprenticeship or traineeship.

Career Boost will help Queenslanders to level-up at work, enabling them to grow their skills to existing or new roles, and to support productivity growth and workplace innovation.

The program delivers training to help individuals develop the higher-level skills needed to secure employment, advance their careers, or progress to further education and training.

Please contact DP Training to check if you are eligible to access the subsidised training programs.

For more information go to

<https://desbt.qld.gov.au/training/providers/funded/career-start>

<https://desbt.qld.gov.au/training/providers/funded/career-boost>

Smart and Skilled (New South Wales)

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers. Under Smart and Skilled the NSW Government contributes to the cost of each course with the student paying the balance.

At DP Training, we offer Smart and Skilled Funding Under the following four programs:

1. Smart and Skilled Full Qualifications Program
2. Trade Pathways for Experienced Workers Program
3. Smart and Skilled Apprenticeship and Traineeship Program
4. Smart and Skilled School-Based Apprenticeship and Traineeship Program

For more information go to www.smartandskilled.nsw.gov.au

Workready (South Australia)

The South Australian government initiative brings together funding for training, employment and skills activities. Vocational education and training – otherwise known as VET – is learning that directly relates to getting a job. The qualifications are nationally recognised and accredited, and courses are updated all the time to make sure students learn the latest skills and techniques. It is about targeting training and employment opportunities to the needs of people, strategic industries and regions. Individuals need to meet course entry requirements and verify their eligibility for enrolment **before** being enrolled in a government subsidised training place.

For more information, please visit their website at www.skills.sa.gov.au.

Training (Domestic)

All the courses offered at DP Training can be undertaken through a full online study pathway or a blended study pathway.

Full online pathway

This option is best suited to students who prefer independent learning, or not able to attend blended delivery sessions, and who need little to no assistance from the trainer. You would require access to a computer or laptop to be able to access DP's online e-learning portal, and access details will be provided at the time of enrolment.

Blended pathway (remote/ face-to-face/online)

This pathway is suitable for students who prefer face-to-face learning in a classroom, or remotely via "zoom" sessions where attending the campus is not an option. Students will still be provided access to the DP's online portal where students are expected to submit their assessments. Students are encouraged to undertake and submit assessment tasks as soon as possible after they have attended a session, while the content remains fresh in their memory.

Online Student Portal

DP Training recognises the need for students to be able to access course information and documents from anywhere at any time. To meet this need DP has created the Student Portal, which can be accessed 24 hours a day, 7 days a week.

Through the student portal students can:

- Access learning and assessment materials.
- Review and update personal details.
- Access relevant policies and procedures.
- Access correspondence between the student and DP.
- Contact DP staff member.
- View their course progress.
- View any invoices or charges related to their enrolment.

Students who are accessing their learning and assessment materials through DP's online learning portal will be provided with these details separately. You can also access the student portal through the following link

<https://www.dptraining.com.au/student-login/>

Compliance and Legislation

Legislative Requirements

DP Training management and staff conduct periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to:

Commonwealth Legislation:

- *Vocational Education and Training (VET) Quality Framework*
- *Australian Qualifications Framework*
- *Standards for Registered Training Organisations (RTOs) 2025*
- *National Vocational Education & Training Regulator Act 2011(Cth)*
- *Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Disability Standards for Education 2005 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Copyright Act 1968 (Cth)*
- *Competition and Consumer Act 2010 (Cth)*
- *Student Identifiers Act 2014*

Queensland Legislation:

- *Disability Services Act 2006*
- *Fair Trading Act 1989*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Electronic Transactions (QLD) Act 2001*
- *Commission for Children and Young People and Child Guardian Act 2000 (Qld)*