

DP TRAINING – STUDENT HANDBOOK

RTO Code 31888



PASSION - OPPORTUNITY - EDUCATION

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Welcome,

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

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

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

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

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

Kind regards

Debbie Goodere

Executive Officer
D P Training

D P Training Pty Ltd as the Trustee for Goodeve Family Trust, trading as Developing Personnel Training & Consultancy (D P Training) is a registered training organisation which specialises in adult vocational education and training for the community services & health industry. RTO Code 31888. Our Vision and Mission statement reflects our commitment to the industry, students, the employees within it, and the community members they serve.

Vision

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

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

Mission

To provide the community services industry, quality - flexible training solutions, with customizable programs. Our training organisation is committed to providing programs and services that will allow community members and service staff to receive the training and professional development they need to perform in the community and health sector. The courses and programs provide opportunities to enhance and increase knowledge of appropriate practices within the sector.

Statement of Purpose

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

Fundamental Principles

Our Training organisation is guided by the following Fundamental Principles:

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

Objectives

The objectives pursued by our training organisation are to:

- provide advice to prospective learners about the training product that is appropriate to meeting the learner's needs, taking into consideration each individual's existing knowledge, skills and experience
- provide high quality training options; reflecting the principles of adult learning
- respect the rights of all our stakeholders by treating everyone fairly and ethically at all times
- be a fair, equitable and supportive organisation, recognising and appreciating individual needs, learning styles, providing opportunities for ongoing education support, encouraging ongoing evaluation and feedback, and establishing pathways to other learning opportunities
- ensure that the RTO operates in an effective, efficient and accountable manner by observing all relevant legislative, regulatory, industrial award and government funding requirements, and exercising sound financial management in all areas of our operation, including the control of the organisations' assets, and will plan, monitor and regularly report on our progress against our plans to ensure our continuing viability
- systematically monitor and evaluate stakeholder feedback for ongoing continuous improvement in all areas of our operation.

D P Training's Code of Practice

- Our marketing and advertising to prospective clients is ethical and accurate.
- We will gain written permission from a student or client before using information about that individual or organisation in any marketing materials.
- All prospective learners will be informed before they enrol as to all course costs and charges.
- Our Registered Training Organisation [RTO] provides a fair and equitable refund policy statement to each client prior to enrolment.
- Our organisation obtains on an annual basis a statement from an appropriately qualified accountant attesting to our financial viability.
- We ensure that all academic, financial and other records maintained by us are complete and accurate. These records are kept secure and are confidential.
- We are committed to the principles of access and equity and will not unlawfully discriminate against any person. We ensure that all learning experiences are free from discrimination or harassment.
- Everyone is treated fairly and students will receive all reasonable assistance to meet their individual needs whilst undertaking training and assessment within our organisation.
- We recognise existing knowledge, skills and experiences held by adult learners, therefore, we offer the opportunity for all learners to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning [RPL].
- We will listen to and deal fairly and constructively with any concerns and any complaints about any of our service. We adopt the principles of natural justice and procedural fairness.
- We engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required for industry.
- Our staff participate in regular professional development training to ensure their knowledge and skills reflect current industry practice.
- Our organisation is committed to continuous improvement; therefore, we will seek feedback from our students about the services they have received. We value all feedback.
- We ensure that at all times our operations comply with all Commonwealth, State and Territory legislation and regulatory requirements relevant to our operations.
- If a student has completed relevant units of competency with another registered training organisation we will credit these towards completion of the qualification, once the AQF certification has been authenticated and verified.
- Our organisation issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines, acknowledging where applicable.
- Any changes to agreed services, including any new third party arrangements, change of organisational ownership, legislation changes or regulatory requirement changes, all stakeholders will be fully informed as soon as practicable.
- Our organisation provides an annual declaration on compliance to the VET Regulator and meets the requirements of the Standards for Registered Training Organisations (RTOs) 2015 at all times and fully co-operates with the VET Regulator, including any third party delivering services on the organisation's behalf.

MARKETING

To enable all prospective students, prior to enrolment to make an informed decision about courses offered by DP Training, information will be freely available on the organisation's website <https://www.dptraining.com.au/> - and Facebook page: <https://www.facebook.com/dptrainingau/>

Marketing information will include, but not limited to:

- Accredited and non accredited courses offered by D P Training
- Accredited course codes and titles
- Course brochures and course program information
- Entry requirements
- Delivery modes
- Estimated course duration
- Locations at which training and assessment will be provided
- Details of any third party providers
- Information regarding any work/vocational placement requirements
- Details of Queensland Government funded training courses available
- Queensland Government eligibility requirements
- Links to the Queensland Government relevant funding Face Sheets
- Fees and Co-contribution fees relevant to Government funded courses
- Student Handbook, which will detail the RTO's obligations and the student's rights and obligations
- An Enrolment Pack that includes:
 - Enrolment Form
 - USI Consent Form
 - Credit Transfer Verification Form
 - RPL Application Form
 - Language, Literacy & Numeracy (LLN) Skills Indicator assessment
 - Certificate 3 Guarantee Fact Sheet
 - Certificate 3 Guarantee Fact Sheet for Disadvantaged learners
 - Certificate 3 Guarantee Eligibility Verification Form
 - Higher level skills Fact Sheet
 - Higher level skills Eligibility Verification Form
 - Fit 2 Work – National Police Check Form
 - Fit 2 Work – 100 Points of ID Information Sheet

MARKETING POLICY AND PROCEDURE

*This policy provides information on the advertising and marketing requirements, **prior** to a prospective student enrolling in a course offered by D P Training.*

PROCEDURES

- All advertising and marketing shall be approved by the Training Manager, prior to being published by D P Training representatives, or any Third Party providers, providing training and assessment on behalf of D P Training. *Please note, only training products that **do not** attract Queensland Government funding are able to be marketed by Third Party Providers.*
- All advertising and marketing for training products that are aligned with D P Training's Pre-Qualified Supplier (PQS) status will not be advertised, or marketed by a Third Party provider. Only D P Training is permitted to market and advertise Queensland Government funded programs.

- No advertising or marketing will guarantee that a prospective student will successfully complete a training product on D P Training's scope of registration; nor will any marketing or advertising guarantee that a student will obtain an employment outcome.
- All information disseminated through D P Training's website <https://www.dptraining.com.au/>; Facebook <https://www.facebook.com/dptrainingau/>, or through brochures and print will accurately inform prospective students **prior** to enrolment of D P Training's services and will include:
 - RTO Code 31888
 - Accurate and factual information on D P Training's nationally recognised training products code and titles, as published on www.training.gov.au, and any relevant non-accredited courses offered
 - Estimated course durations; expected locations and expected modes of delivery for each course
 - Information on mandatory requirements for completion of relevant qualifications/courses – for example but not limited to vocational work placement requirements and Police check requirements
 - Fee information, including relevant co-contribution fees for Queensland Government funded programs
 - Information regarding Student Support Services
 - The Queensland Government's relevant fact sheet link to the Department of Employment, Small Business and Training (*the department*) training's website
 - Information on the implications for a student whom may be eligible for Queensland government training entitlements and subsidy arrangements
 - A copy of the Language, Literacy and Numeracy Skills (LLN) Indicator Assessment, for completion for ALL qualifications and Skill Sets. Please note, students whom are undertaking 'Stand Alone' Units of Competency and non-accredited workshops are not required to undertake a LLN.
 - Information informing prospective students that prior to commencing training and assessment, students will be sent an invoice for course fees or co- contribution fees

COURSE TIMEFRAMES

All students enrolling in D P Training courses are expected to work on their training and assessments throughout the time frame given:

- **Certificate III courses** - Twelve (12) months
- **Certificate IV courses** – Six (6) – twelve (12) months
- **Diploma courses** – Twelve (12) months

Any extension to these timeframes must be approved by D P Training's Executive Officer. For students whom wish to request an extension please write directly to the Training Manager at tm@dptrainingconsultancy.com requesting the reason for the extension and the timeframe required. The Training Manager will seek a decision from the Executive Officer and will advise the student the decision in writing within ten (10) working days.

STUDENT ENROLMENT INFORMATION

- The enrolment process, is aimed at ensuring that prospective students are fully informed about the course and are enrolled in the appropriate qualification/course to meet their specific needs.
- All prospective students will have either accessed the course information on the organisation's website, or would have been in contact with a D P Training Representative, whom would have informed and provided the full course information, to ensure that the course meets the prospective student's individual needs.
- An enrolment form must be fully completed, signed and dated by the prospective student
- Colour photographic identification must be provided to DP Training
- A Unique Student Identifier (USI), or completion of a USI Consent Form will need to be provided
- Completion of any Queensland Government Funding Eligibility documentation (as required)
- Completion of a National Police Check Form (as required)
- Completion of a Credit transfer and/or a RPL Application Form (as required)
- Upon request, a prospective student may be invited to meet with a D P Training Representative for a personal interview
- Prior to enrolment all students whom are enrolled in a qualification, or skill set will be required to complete a Language, Literacy and Numeracy Skills (LLN) Indicator Assessment. Students undertaking Stand Alone Units of Competency and non-accredited workshops do not require to undertake a LLN.
- Processing of an enrolment by DP Training Representative's is expected to be completed within 48 hours of receipt of a fully, accurate and signed completed Enrolment Form received by Head Office.
- Enrolment details will, as far as possible, be entered electronically as received and, otherwise, be entered in order of receipt in the Office. Availability of places will be determined fairly, in order of entry of enrolments on enrolment record data sheet. Upon acceptance, all applications will be confirmed by telephone, email or a letter and recorded with a confirmation Welcome letter issued to the student, prior to the commencement of training and assessment.

English Language Proficiency

Prospective students from a non-English speaking background are required to have an adequate level of English Language and Numeracy skills, as all courses will be delivered and assessed in English only. The level of English required will be to Queensland Curriculum & Assessment Authority (QCAA) Year 10 equivalent.

Language, Literacy and Numeracy Policy and procedures

POLICY

- In order to provide each prospective student with the appropriate training product and/or additional language, literacy and numeracy support, prior to enrolment D P Training takes into account all prospective student's language, literacy and numeracy skills and competencies, by having each prospective student whom would like to enrol in a qualification, or a skill set complete a Language, Literacy and Numeracy (LLN) Skills Indicator assessment.
- D P Training does not require students whom are enrolling in a Stand Alone Unit of Competency, or a non-accredited workshop to complete a LLN.

PROCEDURES

1. Prior to enrolment the Administration Officer (Student Intake Officer) will send to prospective students whom are interested in enrolling in a qualification, or a skill set a Language, Literacy and Numeracy (LLN) skills Indicator assessment, for completion prior to enrolment
2. The prospective student will complete the LLN skills Indicator (when required); sign and date the LLN Skills Indicator and return it to info@dptrainingconsultancy.com
3. The Administration Officer (Student Intake Officer) will on forward the complete LLN skills Indicator to the relevant Trainer/Assessor for marking within 48 hours of receipt
4. The relevant Trainer/Assessor will mark the student's LLN Skills Indicator Assessment and provide the marked LLN Skills Indicator and written advice to the Administration Officer, within 24 hours as to whether the prospective student will require additional educational, LLN support
5. The Administration Officer (Student Intake Officer) will advise the Training Manager within 24 hours of receipt of the marked LLN Skills Indicator, if the Trainer/Assessor has recommended additional educational, LLN support
6. The Training Manager will contact the prospective student within 24 hours to discuss the LLN skills Indicator support requirements and to discuss appropriate training products based on the LLN Skills Indicator results
7. If, after the Trainer/Assessor has marked the prospective student's LLN Skills Indicator it has been ascertained that the student has the appropriate LLN Skills levels to meet D P Training's training product LLN requirements (i.e. Grade 10 English level), the Administration Officer (Student Intake Officer) will ensure that all enrolment pack documentation is completed and will send out a Welcome letter to the student
8. The LLN Skills Indicator Assessment completed, signed, dated and marked will be filed on the Student's Academic file
9. For prospective students whom require additional language, literacy and numeracy support, please refer to the Student Support policies and procedures.
10. For prospective students whom require additional language, literacy and numeracy support that is not able to be provided by D P Training's trainers and assessors, students will be directed to appropriate external service providers. Any additional support provided by external service providers that charge a fee, will be the responsibility of the student. D P Training does not pay for external LLN service provider support.

STUDENT SUPPORT POLICY AND PROCEDURES

POLICY

In order to provide each prospective student with the appropriate training product and educational support services to meet the needs of individual learners undertaking the training and assessment, D P Training identifies the support requirements of each student prior to enrolment; collects student feedback throughout the course delivery and upon completion of the course, which is used to improve student support services

PROCEDURES

- Prior to enrolment the Administration Officer (Student Intake Officer) will send to prospective students a Language, Literacy and Numeracy (LLN) skills Indicator assessment, for students whom are interested in enrolling in a qualification, or a skill set.
- Students whom are interested in enrolling in a Stand Alone Unit of Competency; or a non-accredited workshop will not be required to complete a mandatory LLN prior to enrolment.
- Relevant students will need to complete the LLN prior to enrolment.
- By completing the LLN Skills Indicator prior to enrolment, this will assist D P Training identify the suitability of the course for the relevant student and identify any educational and support service needs.
- Once a student has been identified as requiring educational and/or support service needs by the Trainer/Assessor whom has marked the student's LLN Skills Indicator assessment the Training Manager will be advised
- The Training Manager will contact the prospective student within 24 hours to discuss the LLN skills Indicator support requirements and to discuss appropriate training products based on the LLN Skills Indicator results
- The Training Manager will discuss the educational and support service options available to the student as detailed below:

Internal Support Services available within D P Training <i>(no cost to student)</i>	External Support Service options, outside of D P Training <i>(additional costs may occur, which will be at student's own expense – D P Training does not cover the cost of external support services)</i>
Additional tuition – held on a Wednesday weekly by the Trainer/Assessor	Reading Writing Hotline – funded by Australian Government Department of Education and managed by TAFE www.readingwritinghotline.edu.au Telephone: 1300 655 506
Modifying the learning/assessment materials – e.g. larger font/larger print	Disability Support Service – provided by Centacare www.centacare.org.au Telephone: 1300 236 822
Providing magnification aids in class	Counselling Services – provided by Life Support Counselling www.lifesupportcounselling.com.au Telephone: 1300 735 030 OR Lifeline www.lifeline.org.au Telephone: 13 11 14
Small class sizes	Aboriginal and Torres Strait Islander Student Support provided by Indigenous Community Volunteers – Brisbane www.icv.com.au Telephone: 1800 639 565

- Once the educational and support services have been agreed upon by the Training Manager and the student, the Training Manager will record the support services in the student's academic file, and provide a copy to the student and the relevant trainer/assessor.
- Once all other enrolment documentation has been completed, the Administration Officer will send the student a Welcome letter
- Trainers/Assessors will continue to monitor each student's educational needs throughout their training and assessment, including students whom are enrolled in Stand Alone Units of Competency and non-accredited workshops – seeking feedback from students and providing feedback to student's to determine whether additional educational and support services are required to assist the student in their learning.
- Upon completion of the course students will be provided with a feedback survey to complete, to enable continuous improvement with student support services for D P Training.

STUDENT WELFARE/GUIDANCE

Student Welfare/guidance Support services

DP Training understands that each student is an individual and will be completing the course with varying levels of ability and under different circumstances. DP Training is dedicated to ensuring that all students are given reasonable opportunity to complete their training, and will provide students with the support to do so.

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

Any additional costs borne to students by accessing external student support services will be borne by the student. DP Training does not pay costs associated with external student support services.

Commonwealth and State Government Agencies for Support

Centrelink is a government initiative providing information and assistance relating to a range of programs, including childcare, student assistance payments and registration of all new applicants for income support. Additional agencies are detailed below whom may be available to provide additional student support. Students are encouraged to contact the agency directly.

- Job Seekers –132 850
- Students –132 490
- Family Assistance –136 150
- Veterans Affairs –133 254

National Help Lines and Websites

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

- SANE Australia Helpline:1800 187 263

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

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

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

- Relationships Australia:1300 364 277

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

- National Disability Neglect and Abuse Hotline:1800 880 052

Private Charitable Agencies for Support

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

TRAINING POLICY AND PROCEDURES

POLICY

D P Training offers blended training/course delivery options for learners.

This policy and procedures details D P Training's mode of delivery, and locations for training delivery.

PROCEDURES

Prospective students will be provided with information regarding D P Training's modes of delivery options prior to enrolment or training and assessment, whichever comes first.

All students will be provided with training and learning resources, facilities and equipment to enable each student to meet the requirements for each unit of competency.

Training Delivery Options

D P training offers four training delivery options:

- D P Training Classroom – delivered at D P Training's classroom locations (Brisbane, Gold Coast, Sunshine Coast, Far North QLD)
- Online training – delivered through Catapult e-learning platform
- Distance education training – delivered through paper based workbooks
- Workplace training – delivered at a workplace, either as vocational training, or workplace learning

Each training delivery option is detailed below:

D P Training Classroom Procedures

Students will be provided, prior to training and assessment with:

- Class timetables
- Details of D P Training's classroom locations, which could include, but not limited to:
 - 15 Thompson Street, Bowen Hills, Brisbane, QLD
 - Unit 5/18-22 First Avenue, Maroochydore, Sunshine Coast, QLD
 - 131 Christine Avenue, Burleigh Waters, Gold Coast, QLD
 - Burleigh Waters Community Centre, Burleigh Waters, Gold Coast QLD, with practical learning and assessment being conducted at QLD Rehab 7 Dover Drive Burleigh Waters
 - 28 Peeramon Road, Peeramon QLD
 - Nintiringanyi Conference Centre, 16 – 18 McCormack Street, Cairns, QLD with practical learning and assessment being conducted at Complete Mobility & Rehabilitation, 1/120 Anderson Street, Cairns QLD
- All learning resources, facilities and equipment required to enable each learner to meet the requirements of each unit of competency in which the student is enrolled in.

Online Training Procedures

Students will be provided, prior to training and assessment with:

- Catapult online student access log
- All learning resources, facilities and equipment required to enable each learner to meet the requirements of each unit of competency in which the student is enrolled in.

Students whom are enrolled in online training, will be required to attend 'practical simulation' training sessions at a D P Training classroom location, and, if required under the training package requirements, to complete the relevant vocational work placement requirements.

Distance Education Training Procedures

Students will be provided, prior to training and assessment with:

- 'Hard copy' Student Training workbooks to enable each learner to meet the requirements for each distance education unit of competency in which the student is enrolled in. These hard copy workbooks will either be posted, or handed directly to the student, prior to training and assessment commencement
- All learning resources, facilities and equipment required to enable each learner to meet the requirements of each unit of competency in which the student is enrolled in.

Students whom are enrolled in distance education training, will be required to attend 'practical simulation' training sessions at a D P Training classroom location, and, if required under the training package requirements, to complete the relevant vocational work placement requirements.

Workplace Training Procedures

Students will have the opportunity to learn 'on the job' through completing either:

- Vocational work placement, and will be provided with relevant vocational placement documentation to record learnings OR
- 'on the job' professional development, whereby a D P Training qualified trainer is engaged to deliver training at an employer's workplace to enable each of the employer's employees, or contractors, meet the relevant training package requirements for which they are enrolled in.

All learning resources, facilities and equipment required to enable each learner to meet the requirements of each unit of competency in which the student is enrolled in will be provided by D P Training.

Vocational Placement Policy and procedures

POLICY

This policy applies to qualifications and/or units of competency whereby the training package requires that skills must have been demonstrated in a workplace, or that a minimum number of hours must be completed.

PROCEDURES

1. When a qualification and/or unit of competency in an endorsed training package contains a minimum hours of work, as part of the evidence requirements to demonstrate competency; or when the assessment conditions require that *skills must have been demonstrated in a workplace*, D P Training will provide Vocational Placements opportunities for students, with a Host organisation.
2. Students will be advised about the vocational placement requirements in a qualification, prior to enrolment through the Course Brochure and details on D P Training's website <https://www.dptraining.com.au/>
3. Under the Fair Work Act 2009 vocational placements are lawfully unpaid.
4. D P Training has vocational placement arrangements with a select number of Host placement providers in a variety of locations throughout Queensland, which have the facilities that meet the assessment conditions of the training package.
5. If students prefer, they are able to personally select a Host organisation facility to complete their vocational placement. This Host organisation will need to be 'approved' by D P Training to ensure that it meets the assessment conditions in the training package requirements and meet the Work Health & Safety requirements.
6. Students must have attained a National Police Check Certificate clearance prior to commencing vocational placement with a Host organisation.
7. D P Training is able to submit a student's National Police Check/Fit to Work application on behalf of a student, at a cost of \$49.90.
8. Students completing 'Disability' specialisation qualifications and Units of Competency may be required to complete a Volunteer Blue Card application, as part of a Host organisation's policies and procedures. Students requiring the Blue Card application will be notified prior to attending the Host organisation's facilities. D P Training will submit the application on behalf of the student. Upon completion of the vocational placement with the specific Host organisation the student's volunteer blue card will be cancelled by D P Training.
9. Students must have the ability to undertake manual handling activities/tasks whilst undertaking vocational placement.
10. A coordinated and planned approach to the vocational placement between the Host organisation; D P Training and each student will be the responsibility of D P Training's Student Placement Officer.
11. The Student Placement Officer will be responsible for identifying potential Host organisations; ensuring that these facilities provide a safe environment for students and Trainers/Assessors; setting up Host organisation agreements with D P Training; negotiating times, dates and outcomes for each placement; matching the Host organisation with the student and providing support to the Host organisation, student and Trainer/Assessors.
12. Students will be responsible for their own family responsibilities and arrangements; transportation to and from the Host organisation's facilities and any costs associated with transportation and food/beverage whilst completing vocational placement.
13. Students will be notified in writing by D P Training's Student Placement Officer of the Host organisation's facility location and dates/times they will be attending their vocational placement within two (2) weeks of the vocational placement commencement. Please note; due to industry requirements, students may be required to be on-site at Host organisation's facilities at 6:00am to complete vocational placement activities/tasks.

14. Students will be required to acknowledge and accept, or negotiate with the Student Placement officer another vocational placement within 72 hours of receipt of the Student Placement Officer's notification.
15. Prior to the student's commencement at the Host organisation's facilities, the Student Placement Officer will co-ordinate a written vocational placement agreement between the Host organisation, the student and D P Training. This agreement will set out the Host organisation, student's and D P Training's roles and responsibilities.
16. D P Training will fully insure the student whilst undertaking vocational placement at the Host organisation's facilities.
17. The student will be provided with a Vocational Placement Record Log Book with Instructions outlining the Student's, Workplace Supervisor's and Trainers/Assessors instructions in completing the Vocational Placement Record Log Book whilst undertaking Vocational Placement at the Host organisation's facilities.
18. The Vocational Placement Record Log Book must be retained by the Student during Vocational Placement, and must be available for the student's Workplace Supervisor to sign and the student's Trainer/Assessor to complete and sign at any time during the Trainer/Assessor's vocational placement visits.
19. Upon completion of the student's vocational placement at the Host organisation, the student will be required to take a copy of the vocational placement record log for their records and send to the Student Placement Officer at info@dptrainingconsultancy.com
20. Upon receipt of the student's vocational placement record log the Student Placement Officer will quality review the record log to ensure that all parties have completed and signed the record log accordingly.
21. The Student Placement Officer will upload the student's vocational placement record log into the student's academic electronic file for evidence and advise the student's Trainer/Assessor in a written email.
22. Any questions, or queries in relation to the Vocational Placement Policy and Procedure can be directed to the Training Manager at tm@dptrainingconsultancy.com

STUDENT INDUCTION

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

- introductions to trainers, staff and other students
- facilities equipment and resources
- course timetable
- Vocational placement requirements
- Learning and assessment strategies
- organisational policies and procedures
- student support
- question and answer sessions

STUDENT CODE OF CONDUCT

The Student Code of Conduct applies to all students and aims to ensure the safety, comfort and wellbeing of everyone. All Students are responsible for maintaining a high standard of behaviour whilst undertaking training and assessment through D P Training, which includes:

- Complying with all Commonwealth, State and Territory legislation at all times – not engaging in any unlawful behaviour
- Adhering to lawful instructions given by a DP Training Representative during the course
- Acting with respect and courtesy, and not causing harm to others, including the organisation’s reputation, other students and/or D P training’s employees, visitors and contractors
- Attending and arriving on time for all scheduled classes, or contacting DP Training as soon as practicable, if unable to attend the scheduled class
- Submitting compulsory assessments when they fall due and upholding academic integrity throughout the course, which means:
 - no cheating – not copying other student’s work
 - no plagiarism
 - not offering bribes, or incentives to others
- Completing all vocational placement requirements within the allocated timeframes, and meeting the policies and procedures of the vocational placement workplace, including maintaining confidentiality at all times
- Turning mobile phones off during class, unless required for specific personal, professional, or health and wellbeing reasons (*please advise your Trainer/Assessor accordingly. Please note - for students that do require their mobile phone to be accessible throughout class time, please ensure that any mobile phone usage during this time does not interfere with other people’s learning and/or the trainer’s teaching*)
- Producing identification when requested

Reference to relevant Code of Conduct terms:**Plagiarism**

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

Copyright

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

Confidentiality

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

Relevant legislation may include but not limited to:

- Anti-discrimination
- Copyright Act
- Privacy Act
- Work Health and Safety Act 2011

Breaches of the Code of Conduct

- For any general breaches of the code of conduct a student will receive a warning, with an opportunity for a right of reply by the student. The warning may be a verbal reminder of the expected behaviour or an official written warning from either the student's trainer/assessor or DP Training's Training Manager.
- For any legislative breaches that are unlawful behaviour, the Training Manager will notify the student and may be required, under legislation to notify the Police, or relevant government agency.
- DP Training will maintain confidential records of any breaches of the code of conduct by a student.

QUEENSLAND GOVERNMENT FUNDING PROGRAMS

Policy

D P Training is a Pre-Qualified Supplier (PQS) with the Department of Employment, Small Business and Training and as is able to offer specific Queensland funded programs to eligible students, under the Certificate 3 Guarantee program and the Higher Level Skills Program.

This policy details the eligible student requirements for the specific programs:

Certificate 3 Guarantee Program

- *Must be permanently residing in Queensland – be Queensland residents*
- *Must be aged 15 years or over and no longer at school (with the exception of any VET in Schools learners)*
- *be Queensland residents, or Australian citizens, or Australian permanent residents (including humanitarian entrants) or temporary residents with the necessary visa and work permit on the pathway to permanent residency, or are a New Zealand citizen*
- *not have enrolled in a certificate III level or higher qualification previously (not including qualifications completed at school and foundation skills training)*

For further information on the Certificate 3 Guarantee program, please refer to

<https://training.qld.gov.au/providers/funded/certificate3>

Higher Level Skills Program

- *Must be permanently residing in Queensland – Queensland residents*
- *Must be aged 15 years or over and no longer at school (with the exception of any VET in Schools learners)*
- *be Queensland residents, or Australian citizens, or Australian permanent residents (including humanitarian entrants) or temporary residents with the necessary visa and work permit on the pathway to permanent residency, or are a New Zealand citizen*
- *not have enrolled in a Certificate IV level or higher qualification previously (not including qualifications completed at school and foundation skills training)*

For further information on the Certificate IV Higher Level Skills program, please refer to

<https://training.qld.gov.au/providers/funded/higher-level-skills>

QUEENSLAND GOVERNMENT FUNDING PROGRAM PROCEDURES

1. *Prospective students will be required to provide evidence to D P Training, prior to commencing training and assessment, that the prospective student is eligible to participate in the relevant Queensland Government funded program i.e. either the Certificate 3 Guarantee Program or the Higher Level Skills Program by:*
 - a) *Completing the D P Training Enrolment form*
 - b) *Completing the Eligibility Verification Form*
 - c) *Completing a Language, Literacy and Numeracy (LLN) Skills Assessment Indicator*
 - d) *Providing evidence, as detailed in Appendix A of:*
 - *Queensland permanent residency – please note, this address must align with the Queensland address on the prospective student’s enrolment form*
 - *Australian citizenship, Australian permanent residency (includes humanitarian entrant), temporary residency status with the necessary visa and work permits on the pathway to permanent residency, or New Zealand citizenship*
 - *Not having completed a post-school certificate III qualification for the Certificate 3 Guarantee program, or higher-level qualification for the Higher Level Skills training program*
 - *Not currently being enrolled in a certificate III or higher level qualification relevant to the specific program under which the training is being funded*
 - *Any eligibility for concessional status*
2. *Students will be required, where applicable, to seek a security clearance – either a police check, or a blue card (as relevant to the course requirements in which the student is enrolled in), prior to the commencement of any vocational placements*
3. *D P Training will be required, prior to the prospective student’s enrolment, to conduct a search using the Apprenticeships Information Self Service (AISS) System (DET CONNECT) to confirm that the prospective student is not already enrolled, or whom has not already attained a certificate III or higher-level qualification (as relevant to the enrolment)*
4. *Eligible students will be required to pay a co-contribution fee, as detailed in the Fees Policy and Procedures, upon receipt of D P Training invoice, prior to D P Training issuing the student with AQF certification documentation*

APPENDIX A

<p>Proof of Australian or New Zealand citizenship; Australian permanent residency or Australian temporary residency and proof of Date of Birth</p>	<p>Evidence of one or more of the following valid documents:</p> <ul style="list-style-type: none"> • Australian or New Zealand passport • Australian citizenship certificate • Australian or New Zealand birth certificate, or birth extract • Medicare card (Green Only), plus DOB evidence • Visa Entitlement Verification Online – for Australian temporary residence - visa status details and conditions – VEVO through http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo), plus DOB evidence • OR proof of Humanitarian permanent residency visas and a blue Medicare card, plus DOB evidence
<p>Proof of Queensland residency status (<i>which must have the same address details as on the student's enrolment form</i>)</p>	<p>Evidence of one or more of the following valid documents:</p> <ul style="list-style-type: none"> • Queensland Driver licence or Queensland Driver Licence Receipt, if showing QLD address • Heavy vehicle licence, if showing QLD address • Marine licence, if showing QLD address • Dept. of Veterans' Affairs/Pensioner Concession Card, if showing QLD address • Health Care Card, if showing QLD address • Commonwealth Seniors Health Card, if showing QLD address • Adult Proof of Age Card, if showing QLD address • Australian Electoral Commission document • Contract of property purchase, lease/rental document, mortgage or land ownership certificate • Electricity, gas or telephone account issued in the last six (6) months • Queensland local government rates notice • Bank statement issued within the last (six) months • Official letter from Centrelink or the Australian Government Department of Human Services • An Australian Taxation Office assessment/Tax file number confirmation notice
<p>Proof of eligibility for concession</p>	<p>Evidence of one of the following valid documents:</p> <ul style="list-style-type: none"> • Dept. of Veterans' Affairs/Pensioner Concession Card • Health Care Card • Commonwealth Seniors Health Card

FEES POLICY AND PROCEDURES

POLICY

This policy details all relevant fee information, including current fees and payment terms and conditions.

Under this policy, D P Training does not require students to pre-pay fees in excess of a total of \$1500 at any time.

Under this policy, D P Training will not issue AQF certification to a student until all agreed fees owing to D P Training have been paid in full.

PROCEDURES

1. D P Training collects fees for service, including co-contribution payments for Queensland Government funded courses for eligible students.
2. D P Training requires that students whom are enrolled in full qualifications, RPLs, or Skill Sets and are full Fee for Service students pay a deposit of \$250.00 prior to the commencement of training and assessment, or for assessment only (RPL).
3. D P Training offers full qualification or Skill Sets Fee for Service Students payment plan options, which include:
 - For full course qualifications, or Skill Sets – training and assessment, the option of either paying in:
 - 2 monthly instalments OR
 - Fortnightly, through a Direct Debit agreement
 - For Assessment only – RPL, the option of either paying:
 - Over a 1-month period OR
 - Fortnightly, through a Direct Debit agreement
4. D P Training requires that students whom are enrolled in Stand Alone Single Units of Competency and/or non-accredited workshops, and are full Fee for Service students, pay the full fee payment, prior to the commencement of training and assessment.
5. D P Training requires eligible Queensland Government funded students to pay the course co-contribution fee prior to the commencement of training and assessment.
6. For students undertaking vocational placement, an additional fee may be required for a Police Clearance check. Please refer to 'Additional fees' information within this Fees Policy and Procedure.
7. Each student will be issued relevant AQF documentation, once the student has been assessed as meeting all the requirements of the training product that they have enrolled in, and that all agreed fees have been paid to D P Training.
8. Please refer to the most up to date Fee Pricing Structures, which is available in the tables below:
 - Table A – Fee for Service fees and
 - Table B – Total Co-contribution fees

Full Fee for Service – Payment Terms and Conditions, including deposit requirements

Qualifications/Skill Sets

Full fee for training and assessment services students, whom are enrolled in D P Training’s qualifications or Skill Sets will be required to pay:

- \$250-00 must be paid as a deposit prior to the commencement of all training and assessment delivery.
- The remaining fees will be required to be paid either:
 - over a two (2) monthly invoiced payment plan period for all qualifications that require training and assessment delivery, OR
 - a fortnightly payment plan period, via direct debit agreement

Assessment ONLY (RPL)

For full fee payment students whom have enrolled in RPL Assessment Application ONLY, they will be required to pay:

- \$250-00 deposit prior to commencement of RPL assessment process
- The remaining fees will be required to be paid either:
 - over a one (1) month invoiced payment plan period for all qualifications that are assessed as ‘RPL ONLY,’ OR
 - a fortnightly payment plan period, via direct debit agreement
- Any ‘gap’ training and assessment fees will be required to be paid either:
 - during the second month of the RPL process, OR
 - through a fortnightly payment plan period, via direct debit agreement

Stand Alone Single Units of Competency/Non-accredited workshops – Payment terms and conditions

Prior to training and assessment for all Stand Alone Units of Competency and/or non-accredited workshops fees must be fully paid.

Invoicing for Fee for Service

- Students will be provided with an invoice detailing all agreed fees and relevant payment plans.
- Students will be provided with a receipt of payment.

Please NOTE: Pre-paid fee payments will not exceed a total of \$1500 at any time.

Full Fee for Service Pricing Structure – Table A

TABLE A – FULL Fee for Service fees			
Service ID	Description of Service	Service Type	Price
Qualifications			
BSB30115	Certificate III in Business	12 Units	\$1980.00
CHC33015	Certificate III in Individual Support (Ageing, Home & Community)	13 Units	\$2150.00
CHC33015	Certificate III in Individual Support (Disability)	13 Units	\$2150.00
HLT33115	Certificate III in Health Service Assistance	15 Units	\$2450.00
CHC43015	Certificate IV in Ageing Support	18 Units	\$2850.00
CHC43115	Certificate IV in Disability	14 Units	\$2650.00
CHC43415	Certificate IV in Leisure & Health	17 Units	\$2750.00
*Skill Sets			
BSBSS00033	Aspiring Supervisors Skill Set	4 Units	\$960.00
CHCSS00070	Medication Skill Set	2 Units	\$485.00
CHCSS00105	Palliative Approach Skill Set	2 Units	\$485.00
CHCSS00075	Chronic Disease Self-Management	2 Units	\$485.00
CHCSS00096	Disability Behaviour Support	2 Units	\$485.00
CHCSS00071	Basic Foot Care Skill Set	3 Units	\$735.00
CHCSS00095	Dementia Support - Service Delivery	4 Units	\$960.00
CHCSS00081	Induction to Disability	4 Units	\$960.00
CHCSS00098	Individual Support - Disability	4 Units	\$960.00
CHCSS00097	Individual Support - Ageing	3 Units	\$735.00
<i>*For students whom have completed a full qualification with D P Training in the last 3 months, they are eligible for a 20% discount on full fee paying Skill Sets .</i>			
Stand Alone – Singe Units of Competency			
HLTAID001	Provide cardiopulmonary resuscitation	1 Unit	\$60.00
HLTAID003	Provide first aid	1 Unit	\$90.00
Recognition of Prior Learning (RPL)			
RPL Application	(additional fees if Gap training required – see below)		\$1500.00
RPL Additional	RPL gap training for each unit of competency (UoC)		\$100 each UoC gap
Non accredited workshops			
Epilepsy (Organisational groups of 6, or more participants)			\$660.00
Epilepsy (Individual participant)			\$ 65.00
Peg Feeding (Organisational groups of 6, or more)			\$660.00
Peg Feeding (Individual participant)			\$ 65.00
Manual Handling (non-accredited)			\$ 65.00
BSL Awareness (Organisational groups of 6, or more)			\$660.00
BSL Awareness (Individual)			\$ 65.00
Documentation (Organisational groups of 6, or more)			\$660.00
Documentation (Individual)			\$ 65.00

Queensland Government Funded Fees

Eligible Queensland Government students will be required to pay a co-contribution fee under the Certificate 3 Guarantee program and the Higher Level Skills program prior to the commencement of training and assessment.

Students will be provided with an invoice detailing the total co-contribution fee and the co-contribution fee amount for each unit of competency. Once payment is received a receipt of payment will be forwarded to the student.

The current total co-contribution fees for the training products available under the Queensland Government funding at D P Training are detailed below:

TABLE B – Total Co-contribution Fees			
Service ID	Description of Service	Concession	Non Concession
CHC33015	Certificate III in Individual Support	\$65.00	\$95.00
BSB30115	Certificate III in Business	\$65.00	\$95.00
HLT33115	Certificate III in Health Services Assistance	\$65.00	\$95.00
CHC43015	Certificate IV in Ageing Support	\$49.00	\$69.00
CHC43115	Certificate IV in Disability	\$49.00	\$69.00
CHC43415	Certificate IV in Leisure and Health	\$49.00	\$69.00
CHCSS00070	Medication Skill Set		\$70.00

Concessional status eligibility

Eligible concessional Queensland government students will be required to provide evidence that they meet one of the concessional status requirements below, and that the concessional card that they are producing is valid at the time of enrolment. Expired cards will not be accepted:

- Dept. of Veterans' Affairs/Pensioner Concession Card
- Health Care Card
- Commonwealth Seniors Health Card

Additionally, the following may be required:

- Evidence the student is the partner or dependant of a person who holds a Health Care and/or Concession Card and is named on that card
- Evidence the student is an Aboriginal or Torres Strait Islander – self-declaration on the enrolment form by the student will suffice
- Evidence the student is with disability – Pensioner Concession Card or other documentation verifying the holder is with disability
- Evidence the student is an adult prisoner – formal signed confirmation from the place of incarceration

Additional Fees

For students whom require a:

- Fit to Work Police clearance check - the fee below is also required, prior to the vocational placement being undertaken.
- A reprint of their AQF certification documentation, the fee below is required, prior to the AQF certification documentation being issued:

Police Checks	Fit to work check	\$49.90
Reprint request	AQF certification	\$44.00

REFUNDS POLICY AND PROCEDURES

POLICY

This policy and procedures details D P Training's refund process.

All refund requests must be received in writing by the Training Manager, using the Refund Request Form with supporting evidence (as required). All refund requests must be sent to either the info@dptrainingconsultancy.com or tm@dptrainingconsultancy.com email address.

All refund requests will be made at the sole discretion of the Executive Officer and will be processed within 10 business days of the written application being received. The Training Manager will liaise directly with the Executive Officer, and notify the student/prospective student accordingly.

All approved refunds will be paid within 5 working days of the refund approval date.

If a student is not satisfied with the outcome of the refund process, the student may appeal the decision within 5 working days, by following the D P Training Complaints and Appeals policy and procedures, which will be provided to them by the Training Manager.

PROCEDURES

1. At D P Training, all student's or prospective students have the right to receive:
 - A full refund if a course is cancelled for any reason by D P Training
 - A full transfer of the fees already paid by a student, to an alternative course delivered by D P Training, as agreed to by the student, if the course in which the student was previously enrolled in, was cancelled by D P Training
 - A refund of monies paid, less 20% administration fee, if a prospective student cancels their enrolment in a course offered by D P Training, within **more** than 7 days of the course commencement date
 - A 50% refund of monies paid, less 20% administration fee, if a prospective student cancels their enrolment in a course offered by D P Training, **less** than 7 days of the course commencement date
2. At D P Training, a student, or prospective student will not have the right to receive a refund:
 - Once the course in which the student has enrolled in, has commenced, including any commencement of a Recognition of Prior Learning (RPL) assessment evidence process

Refund Process

1. Student, or prospective student is to complete a Refund Request Form with supporting evidence (as required) and send it to the Training Manager at either the info@dptrainingconsultancy.com or tm@dptrainingconsultancy.com email address.
2. The Training Manager is to acknowledge receipt of the refund request form in writing, within 2 working days of receipt.
3. The Training Manager will liaise directly with the Executive Officer, whom will review the refund request, taking into consideration the refund policy and procedures and any supporting evidence.
4. The Executive Officer will make a decision, within 8 business days of the refund request being received.
5. The Executive Officer will advise the Training Manager, in writing of their decision, within 8 business days of the refund request being received.
6. The Training Manager will manage the Executive Manager's request i.e. advising in writing to the student/prospective student the refund request outcome, within 10 business days of receiving the refund request.

7. The Training Manager will process all approved refund requests, within 5 working days of notifying the student/prospective student of the refund request outcome. The approved refund will be deposited into the student/prospective student's nominated bank account (please note, no refunds will be paid in cash).
8. For refunds that have not been approved by the Executive Officer, the Training Manager will notify the student/prospective student in writing, within 10 business days of receiving the refund request. The Training Manager will additionally provide the student/prospective student with D P Training's complaints and appeals policy and procedure.
9. All decisions and documentation will be recorded by the Training Manager, with all documentation related to the refund request being maintained in the student/prospective student's file and filed accordingly. Finance will be notified of any financial transactions. Documentation may include, but not limited to:
 - i. Written refund request
 - ii. Refund Request Form and evidence
 - iii. Written decisions by Executive Officer
 - iv. Written notification to student/prospective student by Training Manager
 - v. Student/prospective student's written request and written response/s
 - vi. Financial records (as required)

Refund Request Form

Please be advised, by filing in this form, you are applying for a part or full refund of fees paid to D P Training. All refund requests must be received in writing by the Training Manager, using the Refund Request Form with supporting evidence (as required). All refund requests must be sent to either the info@dptrainingconsultancy.com or tm@dptrainingconsultancy.com email address.

Each refund request will be reviewed and a decision will be made by the Executive Officer within the time frame as outlined in the D P Training Refund policy and procedures. Please read D P Training's Refund policy and procedures. A response will be issued to you within 10 business days and if successful, a refund will be made as per the refund policy and procedures.

Date Refund request made		Name of person making the request	
Telephone contact number			
Email address			
Contact postal address			
Course enrolled in			
Date course due to commence			
Please detail in full your reason for requesting a refund and provide any supporting evidence			

Direct Deposit into Bank Account			
BSB No:		Bank Name:	
Account No:		Branch Address:	
Account Holder Name:			
<p>Declaration: I, the student, authorise this payment to be made to me or the original payer (where proof of payment is provided with this form) and the information provided on this form is true and correct.</p> <p>Signature: _____</p> <p>Date: _____</p>			

WE WILL BE IN CONTACT WITHIN 10 DAYS, THANK YOU



OFFICE USE ONLY

Received by: _____ Refund Number Issued: _____

Date: _____ Authorised by: _____

Outcome: _____

Date if Refund issued: _____ Amount: _____

Bank Details: _____

OTHER INFORMATION, as required:



Workplace Health & Safety

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

Please be advised, students **MUST** be able to undertake manual handling activities/tasks whilst undertaking vocational placement. Relevant WHS requirements will apply.

Disciplinary procedures

Disciplinary action will be taken by the organisation against a trainer/employee or student that is appropriate under the circumstances, and undertaken in a manner that best protects the interests of the organisation, its staff and students while recognising the rights of the person(s) against whom the action is taken. Disciplinary action is investigated by the Training Manager and referred to the Executive Officer.

Attendance

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

Skills recognition

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

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

Training providers generally apply skills recognition in two ways:

- recognition of prior learning
- credit transfer.

Recognition of Prior Learning (RPL)

RPL POLICY AND PROCEDURE

POLICY

This policy provides information on D P Training's Recognition of Prior Learning (RPL) processes. It provides the definition, the purpose and the procedures for RPL within the organisation.

Definition of Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process which acknowledges that RPL candidates can acquire skills, knowledge and experience under many different conditions. RPL is the acknowledgment of skills and knowledge obtained through formal training, non-formal training, work experience and/or life experience.

RPL assessment has all the same requirements as other types of assessment. It involves collecting evidence and making judgements on whether competence has been achieved, aligned with the training package requirements for all units of competency that the RPL candidate has enrolled in. Evidence can be collected through:

- Examination of work samples
- Examination of relevant workplace documents
- Examination of previous training/learning undertaken
- Observation and questioning
- Competency conversations
- Supporting evidence – professional references; performance appraisals

***Credit Transfer** can be included in D P Training's RPL process, providing that a credit transfer verification form is completed with the RPL process. Credit transfers provide a means for candidates to gain credit in an NRT qualification on the basis of completed components of another NRT qualification or other formal learning. The RPL Application process covers both RPL and Credit Transfer.*

RPL Assessment process

All assessors must ensure that they adhere to DP Training's Quality Assessment Requirements by meeting the:

Principles of Assessment

Ensure quality assessment outcomes are achieved through basing the development of assessment processes and instruments on the principles of assessment. Assessment activities should reflect all principles equally:

***Fairness** in assessment requires the assessment process considers the individual needs and characteristics of learners and does not disadvantage individuals. The process allows for any reasonable adjustment to be applied to enable the outcomes can be achieved through a range of training delivery strategies. It also allows for learner to challenge (appeal) the result of the assessment and be re-assessed if necessary.*

***Flexibility** in assessment means ensuring the skills and knowledge can be demonstrated in a variety of ways suitable to the workplace no matter how, where or when those skills were acquired, drawing on a range of assessment methods appropriate to the context, component of study and the learner.*

***Validity** in assessment is ensuring evidence is collected in a variety of contexts and on a number of occasions and that the assessment assesses what it claims to assess:*

- Assessment against the unit of competency covers a broad range of required skills and knowledge
- Assessment of knowledge must be integrated with practical application (where applicable)
- Judgement of competence must be based on sufficient evidence – using different assessment methods on a number of occasions and in a range of contexts

Reliability refers to the consistency of interpreting evidence presented for assessment to provide consistent assessment outcomes. Assessors must develop assessment marking guides for each assessment item and moderate learner assessment work to ensure consistent interpretation of assessment evidence is applied.

Rules of Assessment

Evidence may be derived from direct, indirect or supplementary sources and must be recorded accurately and must meet all of the following rules of assessment:

Validity refers to the soundness of assessment evidence and that the:

- Evidence covers the broad range of skills and knowledge essential to competent performance identified in the unit of competency
- Evidence of knowledge and skills integrated with practical application (if applicable)
- Judgement of competence must be based on sufficient evidence – using different assessment methods on a number of occasions and in a range of contexts

Sufficiency refers to the quantity and quality of assessment evidence provided and that the evidence is sufficient to make a judgement about the competency of an individual in relation to the unit of competency requirements.

Authenticity refers to assessment evidence that the assessor is assured that the evidence is the learner's own work. Learners must acknowledge that assessment evidence they are providing is their own work when submitting assessments.

Currency in assessment relates to the age of assessment evidence. Competency requires demonstration of current performance and assessment evidence must indicate that the learner is currently competent as applied to current work situations

- All assessment tools, including RPL assessment kits provided by D P Training to an assessor will be the RPL assessment tools that the assessor will use to make a judgement of a RPL Candidate's competence, based on the evidence of the RPL Candidate's performance that is aligned to each unit of competency and associated training package assessment requirements.

RPL PROCEDURES

The following steps indicate an overview of D P Training's INTERNAL RPL procedures:

1. The RPL Candidate is to complete an Enrolment Form and a RPL Application Form and provide the relevant identification requirements.
2. The Administration team is to send out a RPL Welcome Letter to the RPL Candidate within 72 hours of receiving the RPL Candidate's Enrolment form, RPL Application Form and required ID and administration documentation.
3. The RPL Assessor will contact the RPL Candidate within 72 hours of the RPL Candidate receiving their RPL Welcome Letter.
4. The RPL Assessor will introduce themselves and explain the RPL process and the RPL Kit requirements to the RPL Candidate.
5. To determine whether the RPL Candidate has the knowledge to complete the RPL Kit requirements, RPL Assessors may take the opportunity to ask the Competency Conversation questions in the first instance. This will assist in determining whether the RPL Candidate has sufficient knowledge to continue with the RPL process.
6. If it is determined by the RPL Assessor that the RPL Candidate does not possess the knowledge, skills or experience to undertake the RPL assessment process, the RPL Assessor must contact D P Training's Training Manager to discuss the Candidate's options, which could include but not limited to:
 - a. Gap Training
 - b. Undertaking training and assessment through blended delivery options, which may include but not limited to:
 - i. Classroom
 - ii. Online
 - iii. Distance Education
7. If the RPL Assessor determines that the RPL Candidate has sufficient knowledge to continue with the RPL assessment process the Assessor must explain to the RPL Candidate that they will need to complete the 'RPL Units of Competency' and Declaration in this RPL Kit, and work through and complete the requirements within the RPL Application Kit.
8. The RPL Candidate is to submit their assessment evidence to the qualified RPL assessor. This evidence must be sufficient to meet all of the training package requirements and could include but not limited to:
 - Resume
 - Job Description
 - Letter of Offer from Employer
 - Qualifications/ AQF Certification and transcripts
 - Statements of Attendance at Workshops/Training
 - Video/audio/photographic evidence
 - Professional Development
 - Performance Appraisals
 - Induction Program/s
 - Agendas/Minutes of Meetings relevant to evidence requirements
 - Individualised Care Plans
 - Progress Notes
 - Risk Management Tools
 - Risk Management Plans
 - Hazard Reports
 - Incident Reports

- Organisational policies and procedures
 - Legislation
 - Codes of Practices
 - Log Book/s (note Appendix C)
 - Time Sheets/ Pay Slips /Rosters Worked
 - References
 - Third Party Reports
9. The RPL assessor will make contact with the RPL Candidate to verify assessment evidence and to verify knowledge through conducting competency conversations, if these have not been previously asked.
 10. The RTO Trainer/Assessor will conduct a competency conversation with the RPL Candidate's current or recent employer, validating the RPL Candidate's demonstrated workplace performance against each unit of competency requirements and will further verify by signatures from both the employer and the RTO assessor.
 11. The RPL Assessor will review, and check that all relevant sections have been completed within the relevant RPL Kit. Where practical, and as agreed to by the RPL Candidate and their organisation, photographic or audio evidence, may be required to verify practical skills. Furthermore, RPL Assessors will verify with RPL Candidate's employer that the RPL Candidate is employed in the position that the Candidate provides details for.
 12. The RPL assessor will make a judgement of competence based on all of the assessment evidence provided by the Candidate, aligned to each of the unit/s of competency that the RPL Candidate has applied for. The RPL Assessor will do this by aligning all of the evidence with the Assessment Mapping Matrix, and verifying the authenticity of the RPL Candidate's previous employment, detailed industry experience, qualifications and supporting evidence. Please note, all evidence from previous employers, volunteer organisations, clubs and associations must be on official letterhead. The assessor will ensure proof of competence by a documented 'Competency Conversation' with at least one recent employer, validating the student has demonstrated workplace performance against the unit requirements. This will be verified by signatures from the employer and the RTO assessor.
 13. Where credit transfers are sought from the RPL Candidate, a Credit Transfer Verification Form in Appendix A must be completed and the Assessor will verify that the VET transcripts issued by the Registrar are authentic, through email communications. If there is any cost associated with the verification of the credit transfer this will be borne by the RPL Candidate.
 14. Record of Results Sheet/documentation will be completed by the RPL assessor.
 15. The assessor will provide the RPL candidate with written feedback based on the record of results.
 16. Any 'gap' training and assessment will be negotiated and completed by the candidate, at a time agreed to by the candidate, and the RPL assessor, in consultation with D P Training's Training Manager.
 17. Prior to AQF certification issuance a D P Training Representative may conduct a quality assurance review check to ensure that the candidate has been assessed as meeting all of the training package requirements.
 18. Once any quality assurance review process has been approved, and the candidate has been assessed as meeting all of the requirements of the training product, the candidate will be issued with the relevant AQF certification documentation within 30 calendar days.

RPL Kits

D P Training's RPL Kit are divided into seven (7) sections, and have two (2) Appendixes, as follows:

1. **Self – Assessment** - the candidate is required to conduct a "self-assessment" of their career experience in which they can determine and make note of the career skills and experience they have. This experience will be directly related to the Units of Competency. If the candidate has attained any qualifications; certificates, or statement of professional development attendance in the industry, they are to provide certified copies of these credentials with the Self-Assessment, and to list these credentials under '*Career and General Experience. List your career, qualifications and general experience*' section.
2. **Employment History** – the candidate is required to complete this 'Employment History' or provide a detailed resume/CV of their employment history, covering a period of the last five (5) years. If the

candidate is currently working in the industry, they are to provide a copy of their current:

- a. Job Description/Role Description
 - b. Current contract or letter of offer from current employer
 - c. Work/employer letters of reference
3. **Knowledge Assessment – Competency Conversation Questions** – these are a set of questions that the Assessor will ask to verify the RPL Candidate’s knowledge in key areas for each unit of competency
 4. **Third Party Report** – this supplementary evidence is to be provided by the RPL Candidate’s Supervisor, or a person whom has had direct experience working with the Candidate. This will include a competency conversation with at least one recent employer validating the student has demonstrated workplace performance against unit requirements, which is further verified by signatures from the employer and the RTO assessor. Actual questions and responses will be documented and retained.
 5. **Document Evidence** - this form is provided for candidates to reference List evidence that they submit to support their RPL Application. The candidate must provide evidence that they have completed the number of hour’s vocational/work placement, as required in the Assessment Requirements of the specific unit of competency. This can be provided by the candidate submitting for example, but not limited to a logbook/timesheets/pay slips/individual roster on hours worked within the industry that align with each of the units of competency requirements.
 6. **Assessment Mapping Matrix**, which must be completed by the RPL Assessor. It will demonstrate how each of the assessment evidence documents reflects the units of competency requirements.
 7. **Record of Results Documentation** – this is for the RPL Assessor to complete and provide feedback to the RPL Candidate.

Credit transfer	Credit Transfer Verification Form – must be completed for any credit transfers sought
R P L Gap Training	Gap Training Form – must be completed for any ‘gap’ training identified

REASONABLE ADJUSTMENT

Assessors must ensure that reasonable adjustment maintains the integrity of the competency outcomes in accordance with the specific training package requirements.

Assessors will need to adjust assessment to meet the RPL candidate’s individual needs when requested.

Such adjustments may include but are not limited to:

- The use of adaptive/assistive technology (equipment and software designed for use by people with a disability) educational support
- Assessment aids such as papers in large print or the use of scribes
- Extra time to complete a course or assessment

Assessors must record any reasonable adjustments made for each learner.

RESUBMISSION

RPL Candidates have the opportunity to be reassessed on two (2) occasions without additional costs being incurred. If a RPL candidate has been deemed as Not Yet Satisfactory after the 2nd resubmission attempt, the Assessor must escalate this matter to the Training Manager, whom will advise accordingly.

Credit Transfers

D P Training accepts and provides credit to students for units of competency where there is evidence that the AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, once it is authenticated the VET transcripts issued by the Registrar.

Therefore, for students whom would like to apply for a credit transfer, please complete the Credit Transfer Verification Form and submit this to your Trainer/Assessor, whom will verify and authenticate the VET transcript with the other RTO.

Credit Transfer Verification Form

Instructions:

The following consent is required to enable DP Training Pty Ltd to undertake necessary verification of certification from the issuing institution.

Please complete the Credit Transfer Verification Form and return to info@dptrainingconsultancy.com

1. Course Details

Course Code (in which you are enrolled in)	
Course Title (in which you are enrolled in)	

2. Personal Details

Title: Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other <input type="checkbox"/>	
Family Name:	Previous Name:
Given Name:	
Residential Address:	
Phone Number:	
Email:	

3. Consent

I have completed previous studies and hereby seek a credit transfer for the following units of competency (UoC):

UoC Code	UoC Title	Name of Institution	Date Issued

I hereby declare that all VET transcripts submitted herewith are genuine.

I hereby provide consent to DP Training Consultancy Pty Ltd (RTO 31888) to contact the relevant education institution to obtain verification of the VET transcripts issued by the Registrar.

Documents issued post January 2015 will be verified through the USI Registry. DP Training Consultancy requests you provide authority to verify through the USI registry. Please provide this authority using the link below:

<https://www.usi.gov.au/documents/how-do-i-give-permission-my-training-organisation-view-my-usi-transcript-online>

Unique Student Identifier: (USI) 10 digits long	
Signature:	
Date:	

ASSESSMENT POLICY AND PROCEDURES

POLICY

All assessors must ensure that they adhere to DP Training's Quality Assessment Requirements by meeting the:

Principles of Assessment

Ensure quality assessment outcomes are achieved through basing the development of assessment processes and instruments on the principles of assessment. Assessment activities should reflect all principles equally:

Fairness in assessment requires the assessment process considers the individual needs and characteristics of learners and does not disadvantage individuals. The process allows for any reasonable adjustment to be applied to enable the outcomes can be achieved through a range of training delivery strategies. It also allows for a learner to challenge (appeal) the result of the assessment and be re-assessed if necessary.

Flexibility in assessment means ensuring the skills and knowledge can be demonstrated in a variety of ways suitable to the workplace no matter how, where or when those skills were acquired, drawing on a range of assessment methods appropriate to the context, component of study and the learner.

Validity in assessment is ensuring evidence is collected in a variety of contexts and on a number of occasions and that the assessment assesses what it claims to assess:

- Assessment against the unit of competency covers a broad range of required skills and knowledge
- Assessment of knowledge must be integrated with practical application (where applicable)
- Judgement of competence must be based on sufficient evidence – using different assessment methods on a number of occasions and in a range of contexts

Reliability refers to the consistency of interpreting evidence presented for assessment to provide consistent assessment outcomes. Assessors must develop assessment marking guides for each assessment item and moderate learner assessment work to ensure consistent interpretation of assessment evidence is applied.

Rules of Assessment

Evidence may be derived from direct, indirect or supplementary sources and must be recorded accurately and must meet all of the following rules of assessment:

Validity refers to the soundness of assessment evidence and that the:

- Evidence covers the broad range of skills and knowledge essential to competent performance identified in the unit of competency

- Evidence of knowledge and skills integrated with practical application (if applicable)
- Judgement of competence must be based on sufficient evidence – using different assessment methods on a number of occasions and in a range of contexts

Sufficiency refers to the quantity and quality of assessment evidence provided and that the evidence is sufficient to make a judgement about the competency of an individual in relation to the unit of competency requirements.

Authenticity refers to assessment evidence that the assessor is assured that the evidence is the learner's own work. Learners must acknowledge that assessment evidence they are providing is their own work when submitting assessments.

Currency in assessment relates to the age of assessment evidence. Competency requires demonstration of current performance and assessment evidence must indicate that the learner is currently competent as applied to current work situations

- All assessment tools, including assessment materials/resources/instruments and methods provided by D P Training to an assessor will be the tools that the assessor will use to make a judgement of a learner's competence, based on the evidence of the learner's performance that is aligned to each unit of competency and associated training package assessment requirements.

ASSESSMENT PROCEDURES

Assessment Types

- Formative assessment is used to provide learners with ongoing feedback and may be used with learner learning throughout the learning and assessment process.
- Summative assessment is the tool and process for gathering evidence to make a decision on whether a learner is competent or not. It is used to measure different aspects of competency over several occasions or activities.

Assessment methods – Eduworks Assessment Resources

Assessment methods to be used will include, unless otherwise specified, all of the detailed Eduworks Assessment Resources for each relevant Unit of Competency, which could include but not limited to theory questions, project/case studies and/or observation of skills by Trainer/Assessor

Assessment methods – Catapult and/or SmallPrint Assessment Resources

Assessment methods to be used for Catapult and/or SmallPrint Assessment resources, unless otherwise specified, the:

- Pre-assessment
- Formative assessments – Short answer questions/Activities
- Summative assessments – Questions and Projects
- Supplementary evidence - Third Party Report (as required – only for students whom are currently working in the industry)

Where students are required to demonstrate practical skills to meet the training package requirements, D P Training will include a Summative Observation Demonstration assessment resource. This resource will supplement the Catapult/Small Print Assessment resources, and will include benchmarks for assessors. For students to demonstrate practical skills when using Catapult and/or Small Print Assessment Resources the assessment resource for each unit of competency may include an Eduworks Observation checklist, with benchmarks OR a D P Training own intellectual property Observation checklist, with benchmarks.

Assessment methods – Vocational Placement

As required, whereby assessment is to be conducted in a workplace, as required by the training package assessment conditions, students will be required to complete all the vocational placement tasks as detailed on the relevant Vocational Placement Record Log Book.

Assessment methods – including volume, length and timings

- Assessment volume must be sufficient to measure a person’s ability to perform related tasks or roles consistently on a number of occasions to a level that meets industry standards and training package requirements.
- It will not be a single assessment event and must be a minimum of two (2) forms of assessment evidence, unless prescribed as more by the training package requirements, and may include, but not limited to the following assessment methods:
 - Written Knowledge/Theory/Questioning
 - Learners must answer these questions using between 20 – 100 words (unless otherwise stated on the assessment instrument)
 - Learners have a maximum of 10 minutes per question to answer each individual theory question (unless otherwise stated on the assessment instrument)
 - Learners have a maximum of 2 hours to complete specific research based projects and project based reports and/or case studies (unless otherwise stated on the assessment instrument)
 - Assessors will be provided with a criteria defining acceptable performance (benchmarks) to meet the Principles of Assessment – reliability
 - Written/Theory/Case Studies
 - Learners must read and answer the case study questions, using between 20 – 100 words (unless otherwise stated on the assessment instrument)
 - Learners have a maximum of 2 hours to complete each Case Study (unless otherwise stated

- on the assessment instrument)
- Assessors will be provided with a criteria defining acceptable performance (benchmarks) to meet the Principles of Assessment
- Practical/Observation
 - Learners must be observed demonstrating practical skills or simulated role plays, with a maximum timeframe of 60 minutes for each practical assessment task (unless otherwise stated on the assessment instrument)
 - Learners may be asked verbal questions whilst completing practical assessments, to integrate their knowledge with the practical application, will be provided with 10 minutes per question to answer the question verbally (unless otherwise stated on the assessment instrument)
 - assessors will be provided with a criteria defining acceptable performance (benchmarks) to meet the Principles of Assessment – reliability
- Vocational Placement Log Book
 - Learners must undertake the specific number of hours as directed on the relevant training and assessment strategy
 - Learners will be provided with direct support work in a workplace environment that meets the training package requirements
 - D P training will co-ordinate each learner's vocational placement. If the vocational placement does not meet the learner's requirements, the learner has the opportunity to facilitate their own vocational placement.
 - D P Training has written agreement in place vocational placement providers
 - Learners will be provided with a practical placement/vocational placement log book to complete whilst they undertake their vocational placement. This log book will provide evidence to demonstrate that the learner Support independence and wellbeing.
 - Each learner will be assigned a Workplace Supervisor whilst undertaking the vocational placement. The ratio of learner to supervisor will be 1:1. As the learner completes the assigned activities within their log book, their nominated supervisor will sign off the activities within the log book. Once the log book activities have been completed by the learner and signed off by the supervisor, the assessor will undertake a visitation to the vocational placement to authenticate that the log book has been completed and to verify that the learner has undertaken all the activities/tasks in the logbook.

REASONABLE ADJUSTMENT

Assessors must ensure that reasonable adjustment maintains the integrity of the competency outcomes in accordance with the specific training package requirements.

Assessors will need to adjust assessment to meet the learner's individual needs when requested. Such adjustments may include but are not limited to:

- The use of adaptive/assistive technology (equipment and software designed for use by people with a disability) educational support
- Learning and assessment aids such as papers in large print or the use of scribes
- Extra time to complete a course or assessment

Assessors must record any reasonable adjustments made for each learner.

RESUBMISSION

Learners have the opportunity to be reassessed on two (2) occasions without additional costs being incurred. If a learner has been deemed as Not Yet Satisfactory after the 2nd resubmission attempt, the Assessor must escalate this matter to the Training Manager, whom will advise accordingly.

QUALITY ASSURANCE

- Any additional assessment requests or requirements outside of the above Assessment Policy and Procedure will need to be **approved by the Training Manager**, prior to assessment amendments being completed.

Quality Assurance processes will be in place through scheduled validations and regular internal audits of student files by the Training Manager and/or Compliance to ensure that the Assessment policy and

Outcome of Assessments

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

Appeals against Assessment

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

National Police Check

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

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

Exit points

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

Certificates and Statements of Attainment

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

D P Training only issues AQF certification documentation to a student whom has been assessed as meeting the requirements of the qualification/course that the student has been enrolled in, as specified in the relevant training package.

D P Training will issue the AQF certification documentation to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product in which the student is enrolled in, and providing all agreed fees, including any co-contribution fees have been fully paid to D P Training.

AQF CERTIFICATION DOCUMENTATION ISSUANCE POLICY AND PROCEDURE

This policy provides information on D P Training's AQF certification documentation issuance for training products that relate directly to D P Training Pty Ltd, as The Trustee for Goodeve Family Trust (D P Training) RTO Code 31888 scope of registration, as detailed on the National Register – www.training.gov.au

ISSUANCE PROCEDURES OVERVIEW

- D P Training will maintain a confidential, secure and auditable AQF certification issuance records register, at all times, which will contain information on the:
 - AQF Qualifications issued
 - The code and title of the issued AQF qualification
 - The student's name
 - The date of issue
 - An AQF Qualifications issuance identifier number
 - Statements of Attainment issued
 - The student's name
 - A list of the units of competency successfully completed, as detailed on the National Register
 - The date of issue

- An issuance Statement of Attainment identifier number
- AQF qualifications and statements of attainment records issuance documentation will be retained for a period of 30 years
- D P Training’s Training Manager will provide reports of Records of qualifications and statements of attainment issued as requested by the VET Regulator and all other Government agencies as legally required
- D P Training’s AQF certification documentation records will be accessible to current and past students, when requested in writing
- D P Training will recognise authenticated AQF certification documentation issued by another RTO or AQF authorised issuing organisation
- D P Training reserves the right to revoke AQF certification document in the event that:
 - The incorrect information has been included on the AQF certification document
 - Acts of plagiarism by a student have been evidenced and proven
 - The training package requirements for the training product that the student has been enrolled in, has not been successfully met

ISSUANCE PROCEDURES

- D P Training’s Executive Officer, Mrs Debbie Goodeve shall have the authority to sign AQF qualifications and statements of attainment
- If at any time, the Executive Officer delegates issuance signing authority to another person, the delegation authority will be detailed in writing, giving the delegation timeframe
- The Executive Officer will ensure that all AQF certification documentation is issued to each student upon successful completion of the training package requirements for the training product that the student is enrolled in
- All AQF certification issued BY D P Training shall meet the following requirements:

Application of the AQF Qualifications Issuance Policy within the VET Sector

Issuing AQF Qualifications

- 1. RTOs must include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:
 - *The name, RTO code and logo of the issuing organisation*
 - *The code and title of the awarded AQF qualification and*
 - *The NRT logo in accordance with the current conditions of use contained in Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015*
- 2. *The following elements will be included on the testamur as applicable:*
 - *The State Training Authority logo – only where use of the logo is directed by State Training Authorities – e.g. within User Choice contracts*
 - *The industry descriptor – e.g. Aged Care*
 - *The occupational or functional stream, in brackets, e.g. (Disability)*
 - *Where applicable, the words, ‘achieved through Australian Apprenticeship arrangements and*
 - *Where relevant, the words, ‘these units have been delivered and assessed in <insert language> followed by a listing of the relevant units*
- 3. *RTOs must not include the learner’s Student Identifier on the testamur consistent with the Student Identifiers Act 2014*

- 4. RTOs will:
 - Retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued
 - Retain records of AQF certification documentation issued for a period of 30 years and
 - Provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator

Issuing Statements of Attainment

- RTOs must include the following information on a statement of attainment:
 - The name, RTO Code and logo of the issuing organisation
 - A list of units of competency showing their full title and the national code for each unit of competency
 - The authorised signatory
 - The NRT logo
 - The issuing organisation's seal, corporate identifier or unique watermark
 - The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
- The following elements are to be included on the statement of attainment as applicable:
 - The State Training Authority logo – only where use of the logo is directed by the State Training Authorities
 - The words 'These competencies form part of <code and title of qualification>
 - The words 'These competencies were attained in completion of <code course in full title>
 - Where relevant, the words, 'these units have been delivered and assessed in <insert language> followed by a listing of the relevant units
- RTOs must not include the learner's Student Identifier on the statement of attainment consistent with the Student Identifiers Act 2014
- RTOs will:
 - Maintain registers of all statements of attainments issued
 - Retain records of statements of attainment issued for a period of 30 years and Provide reports of its records of statements of attainment issued to its VET Regulator

COMPLAINTS POLICY AND APPEALS PROCEDURES

- It is the policy of D P Training that all complaints are seen as an opportunity to improve the standard of service which this company offers to its clients. Accordingly, all complaints will be dealt with in a professional and courteous manner. The nature of the complaint will be investigated, documented and any action items identified will be followed up in a timely manner.
- Complaints involving the conduct of the Registered Training Organisation (RTO), its trainers, assessors or other staff, or a third party providing services on the RTO's behalf, its trainers, assessors or other staff and/or a learner of the RTO can be lodged in writing to Training Manager at tm@dptrainingconsultancy.com, or to the Compliance Officer at compliance@dptrainingconsultancy.com
- Complaints will be investigated within ten (10) days of the complaint being submitted.
- The principles of natural justice and procedural fairness will be adopted at every stage of the complaint process. This means that any/all persons who have allegations made against them will be informed of the allegations and will have an opportunity to respond accordingly, and that confidentiality of all complaints will be maintained at all times.
- The complaint will be independently analysed by the Training Manager, or Compliance Officer in the first instance to assist in an effective and rapid resolution to the matter. The Training Manager, or the Compliance Officer will analyse the complaint against the evidence supplied, will inform persons whom the complaint is made against them and will provide them with the opportunity to be heard (the 'hearing rule'). The Training Manager, or Compliance Officer will make a recommendation to the Executive Officer within twenty (20) working days of the complaint being received in writing, based on the complaint analysis review and evidence outcomes.
- Where the Executive Officer considers more than 60 calendar days will be required to process and finalise the complaint. D P Training will inform the complainant in writing, giving reasons why more than 60 calendar days are required and will regularly update the complainant on the progress of the matter.
- The Executive Officer will be responsible for making the final decision. The Executive Officer's decision will be conveyed to the complainant in writing. Decisions or outcomes of the complaint handling process that find in favour of the complainant shall be implemented immediately.
- All complaints will be registered in the Complaints register and will be securely and confidentially maintained, detailing their outcomes and identifying any potential causes of complaints and appeals and taking appropriate corrective action to eliminate or mitigate the likelihood of reoccurrences.

Academic Appeals

- All students have the right to make an academic appeal. In the first instance, all academic appeals need to be discussed with the student's trainer/assessor. If the matter cannot be resolved the academic appeal needs to be detailed in writing and sent to the Training Manager at tm@dptrainingconsultancy.com
- The Training Manager will review the academic appeal within seven (7) days of receiving the appeal in writing. The Training Manager will analyse the appeal and discuss the matter with the relevant trainer/assessor.
- The Training Manager will make a recommendation to the Executive Officer within twenty (20) working days of the academic appeal being received in writing, based on the academic appeal analysis review and evidence outcomes.
- The Executive Officer will be responsible for making the final decision. The Executive Officer's decision will be conveyed to the appellant in writing. Decisions or outcomes of the academic appeal process that find in favour of the student shall be implemented immediately.

- Where the Executive Officer considers more than 60 calendar days will be required to process and finalise the academic appeal, the Training Manager will inform the appellant in writing, giving reasons why more than 60 calendar days are required and will regularly update the appellant on the progress of the matter.

Appeals Process

- If a complainant or academic appellant is not satisfied with the decision or outcome, they are able to lodge an appeal in writing.
- The appeal will be reviewed within seven (7) working days of receiving the appeal in writing by the Training Manager. The Training Manager will provide each party an opportunity to formally present their case into the matter.
- The Training Manager will have twenty (20) working days to analyse the appeal and the evidence provided and make a recommendation to an Appeals Board. The Appeals Board will comprise the Executive Officer; General Manager; Compliance Officer; Administration Manager and an independent trainer/assessor (whom is not identified as a stakeholder or 'party' in the appeal)
- The Appeals Board will make the final decision on the grounds of the analysis evidence provided within ten (10) working days of receiving the analysis report from the Training Manager.
- The Appeals Board's decision will be conveyed to the appellant in writing. Decisions or outcomes of the appeal process that find in favour of the student shall be implemented immediately.
- Where the Appeals Board considers more than 60 calendar days will be required to process and finalise the appeal, the Training Manager will inform the appellant in writing, giving reasons why more than 60 calendar days are required and will regularly update the appellant on the progress of the matter.
- If the appellant is not satisfied with the Appeals Board's decision the appellant has the right to access external mediation through Resolution Institute, or any other mediation service that they wish to engage with (any fees charged by Resolution Institute, or any other external provider will be borne by the complainant or appellant. D P Training will not pay for external mediation services for, or on behalf of a complainant or appellant).
- Australian Skills Quality Authority (ASQA) is the regulator of registered training providers and has a complaints service that complainants and appellant can access through <http://www.asqa.gov.au/complaints> if a complainant or appellant is not satisfied with the decision or outcome.
- Any complaints in relation to Training fees and Apprenticeships/traineeships, see below:

Training fees complaints

- If your complaint is related to fees or refunds and you are not satisfied with the way your training provider has handled your complaint or the outcome, contact Fair Trading on 13 74 68 or visit the [Fair Trading website](#).

Apprentices or traineeship complaints

- If you are an apprentice or trainee with a complaint or an issue, contact Apprenticeships Info on 1800 210 210 or email apprenticeshipsinfo@qld.gov.au for further advice.
- Visit the [ATIS-002 Complaint about or appeal against a decision information sheet](#) for further details.

D P TRAINING COMPLAINTS, GRIEVANCES & APPEALS FORM

Our training organisation is committed to improving our service to you. If you have a concern about any part of the services provided to you, please read the grievance procedure. If for some reason you are unable to talk about the concerns and you would like a representative to follow up the matter, please complete and return the following form to: Training Manager, P.O. Box 207, Coolangatta, QLD, 4225. For telephone enquiries please contact the training manager: 1300 130 487

Complaints, Grievances and Appeals

Name
.....
.....

(Your name and address must be included for follow-up purposes)

Address **Phone:**.....
Email..... **Date**

Date of incident or concern.....

Comments: (Please describe your concerns in the area provided below)

Describe any efforts you have made to resolve your concern

Signature **Date**.....

COMPLAINTS GRIEVANCES & APPEALS FORM

For Office Use Only:

Name of Person handling the Grievance:

Reference No.: _____

Steps taken:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Resolution:

Further Action Required:

Results given to Trainee/Student/Trainer in writing Yes/No Date given

Resolved Yes/No

RTO Representative Signature.....

Employer(if applicable)

Applicant's signature _____ **Date** _____

CHANGE OF ADDRESS/PERSONAL CIRCUMSTANCES FORM
(to be used for change of address, name of a student)

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

Course/Qualification Details

Name _____.

Employer
(if Applicable) _____

Qualification title

Please advise change of name of student

Previous _____ New Name _____

Please advise New Address details

Street Address

Suburb _____ State _____ Postcode _____

Phone _____ Mobile: _____

Previous address details

Street Address

Suburb _____ State _____ Postcode _____

Phone _____ Mobile: _____

Postal address details

Street/PO Box _____

Suburb _____ State _____ Postcode _____

Phone _____ Mobile: _____

Any other circumstances to be noted

Date _____ Signature _____

CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE

POLICY

DP Training collects, analyses and acts upon relevant data for continuous improvement and manages the continuous improvement requirements through a Continuous Improvement register, held in the QMS Quality Assurance Section

<https://www.chalkport.com/dptraining2qms/menu.php>

The Quality Assurance – Continuous Improvement section is a place to record improvements the organisation has made as a result of monitoring and other quality activities.

PROCEDURES

Continuous improvement feedback will be identified through:

1. The Compliance Officer conducting an annual internal audit/health check to identify any continuous improvement areas for the RTO, in line with PQS requirements and ASQA – Standards for Registered Training Organisations (RTOs) 2015 requirements
2. Meetings held throughout the year by management with D P Training's employees and contractors will identify any continuous improvement areas identified by trainers/assessors
3. Student and employer surveys and questionnaires will be conducted upon student completions to identify any continuous improvements to delivery and assessment
4. Industry and vocational placement provider meetings with the Training Manager will identify any continuous improvement requirements for industry and trainer/assessor skill requirements
5. External regulatory authority audit results
6. Complaints – formal/informal
7. Quality Indicator Data
8. Third party feedback (when applicable), including third party monitoring
9. General feedback received by public through social media; face to face; telephone

Analysis and review

1. The Training Manager, in consultation with the Compliance Officer, will be responsible for analysing the continuous improvement feedback to determine the relevance of the feedback and the priority
2. As determined, the continuous feedback will be documented in the Continuous Improvement Register, held in the QMS
3. Continuous improvement amendments/adjustments will be allocated to the relevant employee/contractor by the Training Manager
4. All continuous improvement amendments and adjusted documents will be version controlled and approved by the Training Manager, prior to uploading to the QMS
5. The Continuous improvement register will be updated by the Training Manager, or the Compliance Officer

THIRD PARTY PROVIDER'S POLICY AND PROCEDURES

POLICY

This policy provides information on D P Training's Third Party Providers processes.

Where services are provided on D P Training's behalf by a third party, the provision of those services shall be the subject of a written agreement, and sufficient strategies and resources will be activated to systematically monitor third party providers activities, ensuring that all services delivered on behalf of DP Training comply with the Standards for Registered Training Organisations (RTOs) 2015.

Third Party Providers Definition

A Third Party Provider provides services on behalf of D P Training, and can include:

- Other RTOs
- Non-registered training providers/contractors
- Recruitment agents or brokers
- Employment/job service agencies

Third Party Providers does not include contract arrangements with trainers and/or assessors, a workplace supervisor whom contributes to evidence collection or training, government-appointed intermediaries, student counselling, mediation or IT support services.

Procedures

All Third Party Providers MUST have a written agreement in place before providing services on behalf of D P Training.

The following procedures outline D P Training's obligations and a Third Party Providers obligations.

D P Training's Obligations

D P Training is responsible for all services delivered under its scope of registration, and is responsible for all third party providers whom deliver services on behalf of D P Training. D P Training is responsible for:

- Ensuring that a written agreement is developed with all Third Party Providers, which is dated and signed by both parties
- Notifying ASQA of this written agreement, as required under the Standards for Registered Training Organisations (RTOs) 2015
- Maintaining scope of registration for the training products listed in the Third Party written agreement
- Providing the Third Party Provider with appropriate documentation relevant to the training and assessment services they are providing on behalf of D P TRAINING.

- Providing any prospective students with information on the Department of Employment, Small Business and Training's funding programs and fact sheets and eligibility requirements, prior to prospective student's enrolment into training and assessment delivery, and establishing whether the prospective student is eligible for any Queensland Government funding programs, and providing information to prospective students regarding any additional requirements, which could include but not limited to: *identification requirements; co-contribution fees; vocational work/placement and Police check mandatory requirements; student support services; student handbook; policies and procedures*
- Providing the prospective student with a Tax Invoice and Welcome Letter, once an enrolment form, suitable identification and all relevant documentation has been received.

- Assessment validation processes, including reviewing and updating course content, resources and materials on a regular basis for currency and required additions based on recommendations through validation and moderation meetings or changes through transitional arrangements within the training package.
- Issuing AQF certification documentation for each student, as prescribed in the Standards for Registered Training Organisations (RTOs) 2015, who has successfully undertaken and completed the requisite training, assessment and vocational placement requirements for the competencies outlined in the relevant Training Package that the student has enrolled in, based on accurate records completed and supplied by a Third Party Provider.
- Conducting monitoring reviews at any time, including site visits, and undertaking an annual monitoring review of all Third Party Provider's training and assessment processes, including any relevant marketing and advertising, ensuring that the Third Party provider is not marketing any training products that D P Training has a PQS agreement for; auditing student's files, in relation to the delivery of services that the Third Party Provider is providing on behalf of the D P TRAINING, and auditing all relevant clauses as prescribed in the Standards for Registered Training Organisations (RTOs) 2015.
- Performing administration functions and record keeping as necessary to meet the operational obligations of an RTO, as required by Commonwealth, State and Territory legislation and all regulatory requirements, including completing timely AVETMISS reporting data.
- Working co-operatively with all Third Party Providers, and promptly notifying Third Party Providers of any regulatory non-compliances directly related to any agreements.
- Communicating, in a timely manner any concerns or issues that D P TRAINING has with a Third Party Provider, and providing the Third Party Provider with a 24 hour 'right of reply,' prior to the D P TRAINING taking any action.
- Invoicing students and not collecting prepaid student fees in excess of \$1500 prior to services being provided.
- Ending the Third Party provider written agreement immediately, if D P TRAINING believes that the Third Party Provider's actions, or the actions of the Third Party Provider's employees, agents or subcontractors have jeopardised D P TRAINING's compliance with VQF requirements, or Commonwealth, State and Territory legislation, or D P Training's PQS Agreement. D P TRAINING will provide the Third Party Provider with a written notice stipulating the cause of any termination notices.

THIRD PARTY PROVIDER'S OBLIGATIONS

The Third Party Provider is responsible for:

- Treating in confidence information obtained in the course of delivering, negotiating or monitoring the training and assessment arrangements for and on behalf of D P Training, unless required or authorised by law
- **Not** advertising or marketing any funded program by the Department of Employment Small Business and Training (the department), that D P Training has a Pre-Qualified Supplier (PQS) Agreement for.
- Ensuring that any other marketing and advertising, that is **not** part of D P Training's PQS agreement with the department, is ethical, accurate and factual and is approved in writing by D P Training, prior to publication. This includes, but is not limited to print material; electronic material, including social media.
- Ensuring that all prospective students are directed to a D P Training Employee Representative to be fully informed of any PQS obligation requirements, prior to enrolment, which could include but not limited to:
 - A prospective student's eligibility for a funded program by the Department of Employment, Small Business and Training (the department)
 - A relevant Fact Sheet on the department's training website
 - All relevant information about the funded program – fees; mandatory requirements – vocational/work placement and Police checks; training and assessment; Student support services; Student Handbook, and all other relevant information requested, prior to enrolment

- Receiving prospective student's enrolment forms and relevant colour copied photocopied identification, plus any additional documentation evidence required for prospective students, and sending the enrolment forms and relevant documentation to D P Training within 48 hours of receiving the documentation.
- Abiding by and using D P Training's approved documentation, templates, policies and procedures, training and assessment materials, resources and processes at all times
- Not making any changes to D P Training's documentation, unless approved in writing by D P Training.
- Accepting that the Third Party Provider is not authorised to use their own logo, or to remove D P Training's logo from any training or other material supplied by D P Training, unless prior written approved has been granted by D P Training.
- Delivering the training and assessment program as per the agreed training and assessment strategy (TAS).
- Employing trainers and assessors whom meet the requirements of Clauses 1.13 – *1.18 of the Standards for Registered Training Organisations (RTOs) 2015, and providing D P Training within five (5) business days of employing the trainer/assessors all verified documented evidence of the trainer/assessor meeting these clause requirements, including providing D P Training with an up-to-date copy of the trainer/assessors resume.*
- Understanding that the Third Party Provider, their employees, agents or subcontractors, shall not be deemed to be employed by D P Training. The Third Party Provider has no authority to bind D P Training, or act on their behalf, at any time. It is the responsibility of the Third Party Provider to ensure that their employees, agents or subcontractors do not act as if they represent D P Training at any time.
- Supporting students, in consultation with D P Training to source appropriate vocational work placements as required for completion of their chosen course and provide a trainer/assessor to attend the supervised placement visits for assessment as required.
- Complying with D P Training's records management timeframes, as agreed to in writing.
- Proving D P Training access to the Third Party Provider's premises and records, for the sole provision of D P Training monitoring the Third Party Provider's operations, in relation to delivery of services on behalf of D P Training.
- Providing written feedback and suggestions to D P Training to continuously improve D P Training's documentation, training and assessment strategies relevant processes, as requested.
- Assisting D P Training in the provision of assessment validation processes, as required.
- Cooperating and providing accurate and factual responses to any requests made by ASQA or the Department of Employment, Small Business and Training (the department) relevant to the delivery of services and in the conduct of audits and the monitoring of operations.
- Notifying D P Training, within 24 hours, if/when ASQA, or the department makes any requests to the Third Party Provider, and providing D P Training with the relevant responses that the Third Party Provider has made in relation to the services delivered on behalf of D P Training.
- Securing all Confidential Information that relates to the provision of services on behalf of D P Training at all time and not copying, distributing, using or disclosing confidential Information to a third party, unless otherwise requested by law.
- Complying with Commonwealth, State and Territory legislation relevant to its operations.
- Warranting that the Third Party Provider and their agents and/or employees have the expertise, resources and skills necessary to provide the services and all work carried out in providing the services will be in accordance with all applicable laws, rules and regulations.
- Obtaining and maintaining public liability insurance for a minimum of \$10 million arising out of any one event in respect of death, injury, loss or damage, sustained to any person or property, whilst delivering training and assessment on behalf of D P Training, and providing D P Training with current public liability insurance documented evidence.
- Obtaining and maintaining worker's compensation insurance in relation to the Third Party Provider's employees, as required by law and providing D P Training with current worker's compensation insurance documented evidence.
- Agreeing that upon termination of a written agreement that the Third Party Provider will provide all student records/documentation/assessments and information to D P Training within an allocated timeframe of the termination date, and that the Third Party Provider will not be permitted to print and distribute any resources and/or student assessments, materials/handouts supplied by D P Training.

- Understanding and agreeing in writing, that no written agreement will transfer title to or ownership of D P Training's property/intellectual property to a Third Party Provider and that all of D P Training's documentation, assessment tools, resources and materials provided by D P Training to a Third Party Provider will remain the property of D P Training at all times.

QUALITY ASSURANCE

- Any additional Third Party requirements outside of the above Third Party Provider Policy and Procedure will need to be **approved by the Training Manager**, prior to assessment amendments being completed.

Quality Assurance processes will be in place through regular Third Party Provider monitoring audits by the Training Manager and/or Compliance to ensure that the Third Party Provider policy and procedures are followed

NOTIFICATION OF D P TRAINING CHANGES

D P Training's Executive Officer will advise all students in writing if there are any changes to the RTO status, in the case that:

- There is a change of ownership
- A third party delivering training and assessment to students on behalf of D P Training closes or ceases to deliver any part of the training that the student has been enrolled in. In this eventuality, D P Training will be responsible for sourcing a qualified third party provider, or providing D P Training's qualified trainers/assessors to ensure that the student/s are able to complete the training that they were enrolled in
- The RTO closes or ceases to deliver any part of the training and assessment which a student, or students are enrolled in. In this eventuality, D P Training will advise the VET regulator – ASQA accordingly, and students will be advised in writing of their training options, which could include but not limited to:
 - A full refund of course fees paid
 - Transfer to another RTO, whom delivers the training product in which the student was enrolled in

RECORDS MANAGEMENT POLICY AND PROCEDURES

POLICY

This policy and procedures details D P Training's records management system to ensure that:

- All D P Training's records and confidential information are stored securely and electronically backed up by a server, to ensure that these records are kept available to avoid fire, flood, vermin or any other pests and are available for departmental auditors and/or any other government regulator.
- Prior to issuing AQF certification to a student, that D P Training ensures the student has provided their Unique Student Identifier (USI)
- Student information is not disclosed to a third party without the student's written consent, except where required to by law
- If D P Training ceases operations that all student results and records will be transferred to the regulatory body - ASQA
- If D P Training changes ownership; changes the legal status of the business, or sells the RTO, that the required regulatory bodies will be notified and that the student's results and records will be retained by the new RTO in a format that can be reproduced, as required, and meets the Data Provisions requirements
- AQF certification documentation is issued to students within 30 calendar days of the student being assessed as meeting the requirements of the training product in which the student has been enrolled in, providing all agreed fees have been paid to D P Training
- D P Training retains records of AQF certification documentation issued to students for a period of 30 years
- D P Training adheres to the *Retention requirements for completed student assessment items* as indicated in the General Direction, that D P Training will securely retain and be able to produce in full at audit, all completed student assessment items for each student, for a period of six (6) months from the date on which the judgement of competence for the student has been made
- For training and assessment that has been conducted under a government-funded agreement/contract, that D P Training will adhere to the student assessment retention requirements of the specified government-funded agreement/contract
- As a Pre-qualified Supplier (PQS), D P Training meets all of the Records Management requirements, outlined by the Department of Employment, Small Business and Training (the department), including retaining for six (6) years from the end of the term documents all complete records of training and assessment for each student, whom has been deemed eligible for Queensland government funding
- D P Training meets all of the Data Provision Requirements 2012 by collecting and providing accurate and complete data including:
 - Quality indicator data – providing an annual summary report of performance against the RTO's learner engagement and employer satisfaction to ASQA
 - Total Vocational Education and Training (VET) activity data – Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliant records for all students, as required under the National VET Provider Collection Data Requirements Policy to the department; and/or to the National Centre for Vocational Education Research (NCVER); and/or for VET in schools training activity, the Board of Studies or its equivalent.

RECORDS MANAGEMENT PROCEDURES

1. At D P Training, all student documentation will be kept on each student's file. This documentation includes, but is not limited to:
 - Marketing materials and Email scripts sent to student
 - Enrolment forms
 - Student Photographic Identification (in colour)
 - USI Consent form (when required)
 - Language, Literacy and Numeracy Skills Indicator Questionnaires/Assessment (completed, dated and marked, as required)
 - Fit 2 Work Form/Police Clearance (when required)
 - RPL Applications (when required)
 - Credit transfer verification forms (when required)
 - Blue card (when required)
 - Queensland Government funding eligibility requirements (when required):
 - Evidence of records from the Apprenticeships Information Self Service (AISS – DET Connect) system which has been conducted within 30 days of a student's enrolment
 - Proof of each student's citizenship/permanent residency or Australian temporary residency and proof of date of birth
 - Evidence of Queensland residency status, which must have the same address details as on the student's enrolment form
 - Proof of eligibility for concessional status (if required)
 - Eligibility Verification form having been completed
 - Invoice details for course fees or co-contribution fees and evidence that invoice has been paid (prior to issuing AQF certification)
 - Welcome letter, including, advising student of any relevant vocational placement requirements

2. Records of student participation in Training

D P training retains records for each student whom participates in training, which includes for:

- **Face to face delivery** – full and complete records supporting each student's participation in training for each unit of competency (UoC) from the student's date of commencement to the end date of each student's face to face delivery. These records will contain:
 - The student's name
 - The UoC being delivered
 - The date/s of training
 - The training duration against each UoC
 - The training location
 - Both the student and trainer's signature, including the date of signing

D P Training offers face-to-face delivery through its own classroom facilities, which are located in Brisbane, Gold Coast, Sunshine Coast and Far North QLD, and/or through workplace training visits.

- **Online/electronic training delivery** – delivered through Catapult e- learning platform; whereby records of student participation and contact with the student's trainer will be kept, which could include, but not limited to an email record. These records will include:

- The student's name
 - The UoC being delivered electronically
 - The date/s of training
 - The training duration for each UoC being delivered
 - Additional evidence of each student's unique sign-on identifier indicating each student's log-on and log-off reports
- **Distance education training** – delivered through paper based workbooks, which will be 'mailed-out' to a student. Each student will have a record of distance education training participation through records of their contact/communications with the student's trainer – this could include, but not limited to, an email record. These records will include:
 - The student's name
 - The UoC being delivered electronically
 - Date/s of training
 - Location of training
 - Training duration for each UoC being delivered
 - Trainer's signature and date signed
- **Records of mandatory vocational placement requirements**, which will include either a vocational placement agreement with the Industry Provider, or evidence between the Industry Provider/placement host, the student and D P Training (the RTO). This agreement will detail and document a workplace supervisor's signature, which will verify the total hours; dates and duties performed by the student whilst at the Industry Provider/placement hosts workplace.

3. Assessment Record requirements

All students whom undertake assessment with D P Training and have been issued with an AQF certification documentation will have been assessed as meeting the relevant training package requirements for the training product that the student has been enrolled in.

D P Training will hold the following records demonstrating the RTO's assessment system, including for RPL:

- A range of assessment instruments for each UoC, for each training product on the RTO's scope of registration. The assessment resources will comply with the assessment requirements of the relevant training package, and will be conducted in accordance with the Principles of Assessment – *Fairness, Flexibility, Validity, Reliability* and the Rules of Evidence – *validity, sufficiency, authenticity, currency*
- Clear assessment instructions for both the assessor and the student
- A criteria defining acceptable performance for all assessment instruments i.e. benchmarks/sample answers/marketing guides to ensure reliability of assessor judgements
- Evidence of each student's assessment outcomes, which will include, but not limited to:
 - Evidence that the assessment responses are the student's own work
 - Evidence that the student's responses are not identical, or too similar to the criteria defining acceptable performance, or not identical to another student's work
 - Evidence that any verbal response given by the student to the assessor has been recorded verbatim
 - Evidence that any photographic/video assessment evidence has been referenced, aligned and mapped to the specific UoC assessment instrument
 - Evidence that the assessor has provided notations (i.e. marked the student's work) in order to make a judgement based on each of the student's assessment responses, aligned with the criteria defining acceptable performance
 - Evidence that the assessor has signed and dated each assessment instrument with the outcome for each of the student's responses to the assessment instruments
 - Evidence that the student has signed and dated their assessment instrument responses and acknowledged the assessment outcome
 - Evidence of any additional re-assessment attempts
 - Evidence of any RPL assessments, ensuring that the evidence complies with the assessment requirements of the relevant training package for the training product that the student is enrolled in, and is conducted in accordance with the Principles of Assessment and the Rules of Evidence, and any 'gap' training/assessment requirements have been met and recorded
 - Evidence that a student whom is being assessed through RPL, has had their employment, industry experience, qualifications and evidence verified by the RPL assessor to authenticate the student's assessment
 - Evidence of any credit transfers – through the credit transfer verification form and evidence of AQF certification documentation authentication – this could include an email from the other RTO provider
 - That all forms of student assessment evidence, including any completion of vocational placement requirements have been met for each UoC, prior to D P Training making any government funding claim/s, or issuing AQF certification to a student

4. Roles and Responsibilities

Trainer

The trainer will be responsible for:

- Delivering training to D P Training's student's
- Ensuring that the Records of student participation in training, as indicated under Procedure #2 have been met
- Providing these records to the Training Manager, no later than 48 hours after training has occurred

Assessor

The assessor will be responsible for:

- Ensuring that all assessment instruments provided by D P Training are undertaken and completed by each student individually, or that, if an assessment instrument is completed in a 'group' that provision is made to notate how the assessor made a judgment on each individual student's performance
- Making a judgement of competence based on each individual student's performance, that is aligned with each of the unit/s of competence and assessment requirements that the student is enrolled in
- Recording the student's assessment outcome on the relevant assessment resources, as indicated under Assessment Record Requirements Procedures #3
- Providing the Training Manager with weekly student assessment data via an excel spreadsheet assessment results system
- Recording each student's final Assessment Result sheet and providing these results to the Training Manager and the Administration Officer (Bowen Hills), within 48 hours of the student being assessed as meeting the full requirements of the training program in which the student is enrolled in
- Sending the student's assessment evidence file to the Training Manager within 72 hours of the student being assessed as meeting the full assessment requirements of the training program in which the student is enrolled in

Administration –

The Administration Officer (Student Intake Officer) will be responsible for:

- Ensuring all student documentation, as detailed under Procedures #1 is sent to the student and retained on the student's file
- Scanning accurately and securely each student's enrolment and all associated documentation, including Attendance record and all academic evidence into D P Training's relevant Student Administration electronic file
- Upon completion of all student file evidence being scanned accurately and securely, destroying any 'hard copy' evidence.

The Administration Officer (Data Entry Officer) will be responsible for:

- Creating Student file on Student Management system (VETtrak)
- Recording the student's results into the electronic student management system (VETtrak)
- Ensuring all credit verification checks have been completed, USI applications and Translink

applications have been processed

- Releasing online units of competency to students
- Reporting AVETMISS data
- Printing the AQF certification documentation and ensuring that the AQF certification documentation is signed by the Executive Officer (Debbie Goodeve)
- Ensuring that all agreed fees have been paid in full by the student to D P Training
- Issuing the AQF certification documentation to the student within 30 calendar days

The Administration Officer (Student Vocational Placement Officer) will be responsible for:

- Maintaining Vocational Placement Host agreements and register
- Arranging vocational placements for students
- Sending vocational placement log books/agreements to students/host
- Monitoring student vocational placement attendance
- Ensuring that vocational placement log books have been fully completed by host organisation/student and trainer/assessor
- Advising Administration Officer – Data Entry that vocational placement records have been completed
- Scanning vocational placement log book/records onto student's academic file

Training Manager

The Training Manager will be responsible for:

- Ensuring that all staff adhere to the Records Management Policy and Procedure
- Quality review checks – or delegating these reviews to the Compliance Officer
- Ensuring that each student's file has the record requirements as detailed in this policy and procedure
- Sending the student's file to the Sunshine Coast Office for the Administration Officer to scan all evidence into the organisation's electronic Student records folder, under each student's name.

Compliance Officer

The Compliance Officer will be responsible for supporting the Executive Management team, the Training Manager and D P Training meet its regulatory and legislative obligations/requirements.