

student handbook

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designer training australia

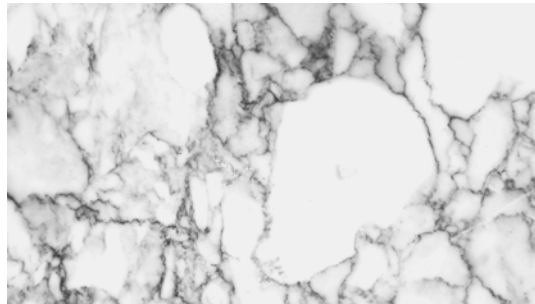


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DESIGNERTRAININGAUSTRALIA

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Contact and general information

This Student Handbook is accurate at the time of publication and will be updated as required. All prospective Students should read this information prior to enrolling in an accredited course.

The purpose of this Student Handbook is to provide you with information to assist you in resolving any questions that you may have during your study. This handbook should be read in conjunction with the relevant Course Outline for the course you are enrolled in.

When delivering accredited training courses, Designer Training Australia (DTA) are regulated by the Australian Skills Quality Authority (ASQA), which ensures that nationally approved quality standards of courses and training are met.

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience.

Our trainers are fully qualified and have a wide range of experience in the industry to support you in your study.

HOW TO CONTACT US PRIOR TO ENROLMENT

General phone line: 1300 850 725

General email: info@designertraining.edu.au

Business Hours: 8am to 6pm Monday, Tuesday Thursday and Friday (AEST).

Closed Wednesday

Your first point of contact during your enrolment is your Course Co-ordinator. Upon commencement you will be provided with a mobile phone number and email to directly contact your Course Co-ordinator.

Privacy policy

DTA understands the importance you place on your privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of The Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

DTA maintains your personal and academic information for the purposes of registration, to monitor academic progress and as evidence to support the issuance of qualifications. DTA maintains these records for the legislated period to enable retrieval of records as required.

DTA will not ask for any personal information which is not required for the purpose of an individual participating in their course of study. Without your written consent, DTA will not release your information to a third party other than a designated authority.

In some instances, we may be required by law to make your information available to others, such as registering bodies from state or federal government departments. In all other instances, we will seek your written permission.

Feedback

At various times throughout your course you will be asked to complete feedback surveys. DTA welcome all feedback. Students are welcome to send either positive feedback or suggestions for improvement at any time via their Course Co-ordinator.

Enrolment

Prior to enrolment, prospective students need to review and understand the relevant Course Outline and this Student Handbook. Prospective students are encouraged to phone the DTA office on 1300 850 725 and speak with a Course Advisor to have any questions answered prior to enrolment.

DTA will confirm your enrolment via email upon receipt of your fully completed and signed Enrolment Form, payment of your administration fee and receipt of your signed Payment Plan.

Credit transfer

Where a student has previously completed nationally accredited training at another private Registered Training Organisation or TAFE, they can apply for Credit Transfer for units which are the same or equivalent to the unit(s) offered in a course provided by DTA. To have a direct Credit Transfer applied the unit must be current on training.gov.au and documentation must be verified.

Qualifications can only be issued where at least 50% of the units have been completed with DTA.

It is recommended that prospective students contact DTA prior to enrolment if they wish to apply for Credit Transfers. DTA can then review documentation and the completed units which will ensure the student understands how Credit Transfers will affect course fees prior to enrolment.

HOW TO APPLY FOR CREDIT TRANSFER

1. Students will need to provide documentation which would generally be a Record of Result or Statement of Attainment from their previous study. For any study completed since January 1st 2015 Credit Transfers can be verified using the USI system with permission from the individual student
2. When completing the enrolment form, tick the box to ensure we know you are applying for Credit Transfer
3. When sending your enrolment form, include your documentation so DTA can adjust your Course Fees prior to issuing your Payment Plan
4. If you forget to apply for Credit Transfer at the time of enrolment, contact your Course Co-ordinator to discuss your options

Payment of fees and charges

Prior to DTA processing any received Enrolment Form, the Administration Fee must be received.

The Administration Fee is a non-refundable fee. The Course Fees incorporates all other fees related to the provision of training (other than those listed on the Resource List in the Course Outline), such as electronic learning resources, assessments and access to trainers through student support

Course Fees are due and payable as specified on the Tax Invoice and the Payment Plan issued. Students may request an adjustment to a Payment Plan. All requests are subject to the approval of the Director of Operations.

For courses with fees over \$1500, DTA provide a Payment Plan (Direct Debit) for the expected duration of the course. Students can elect to pay the total course fees split into instalments once per month, twice per month or quarterly. There is no additional charge for Direct Debit Payment Plans.

Businesses wishing to make other payment arrangements must put a request in writing to the Director of Operations for approval.

Where payments are not kept up to date, DTA may suspend or cancel the course enrolment.

Refund policy

There are generally no refunds available as Course Fees are paid in instalments over the course duration.

The course Administration Fee is non refundable.

A full refund of the Administration Fee and any course fees paid to date applies if DTA cancel a course prior to the course commencement. In the unlikely circumstance that DTA are unable to continue to provide a service, a partial refund may apply.

Refunds are not given where the student changes their mind or is unable to complete the course including where they: are finding the course too difficult; are having issues accessing the online course material; are moving house; are no longer employed in the industry; have changed jobs or is no longer employed; have decided to plan a holiday; have a change of circumstance due to family illness.

DTA have several support options in place and understand that circumstances sometimes change and cannot be planned for. Please contact your Course Co-ordinator who can assist in supporting you.

HOW TO APPLY FOR A REFUND

If you need to apply for a refund, please contact the Director of Operations by email info@designertraining.edu.au

Deferral

Students can apply to defer for a maximum of six (6) months. Please refer to the Fees and Charges Schedule for the deferral fee. Any Payment Plan will be suspended for the duration of the deferment period.

HOW TO APPLY TO DEFER YOUR COURSE

Contact your Course Co-ordinator if you are considering deferring.

Course extension

When enrolling, students are given a maximum enrolment period. All students will also be given a Training Plan with suggested timeframes for the completion of assessments and progress through the course.

If students are unable to complete their course in this timeframe the following options are available

1. **Extension:** Where a student has medical grounds or extenuating circumstances, they can apply for an extension of time to allow them to complete the course, by completing an *Extension Application*. This should be submitted 4 weeks before the end of the enrolment period. Whilst DTA will support all students where possible, there is no guarantee of a request for extension being granted. The maximum extension is 8 weeks.
2. **Continuing enrolment period:** Where no further extensions are available, and a student prefers to continue with their studies rather than re-enrol in the course, they can complete a *Continuing Enrolment Application*. This should be submitted prior to the end of your enrolment period to avoid the enrolment being closed. Students can apply for a further 6 months without the need to re-enrol. Please refer to the Fee Schedule for applicable fees.

HOW TO APPLY FOR AN EXTENSION

Contact your Course Co-ordinator before the end of your enrolment period if you need an extension or to apply for a continuing enrolment period.

Discontinuation of course

To discontinue the course you are enrolled in you will be required to give written notice 8 weeks prior to discontinuation date. Students need to keep in touch with their Course Co-ordinator, and it is recommended that prior to requesting a course discontinuation you contact your Course Co-ordinator to discuss your options and course progress.

HOW TO DISCONTINUE YOUR COURSE

1. Have you contacted your Course Co-ordinator to discuss your options and course progress?
2. To discontinue you need to contact your Course Co-ordinator by email to student@designertraining.edu.au

Fee schedule

Fee Description	Amount	Fee Application
Certificate Reissue	\$50	Request of a re-issue of a Certificate for a qualification. All Certificates are issued with a Record of Results detailing the units of competency achieved
Statement of Attainment Reissue or by request	\$30	Request of a re-issue of a Statement of Attainment Request of a Statement of Attainment issued prior to the completion of a course of study
Extension 8 weeks	No charge	Extension Application must be completed and approved by Course Coordinator
Continuing Enrolment 6 months	\$950	Continuing Enrolment Application must be completed and approved by the Course Coordinator. Up to 12 months additional time can be approved.
Re-assessment Fee	\$80	Where a student remains not yet competent after 2 attempts, and wishes to have an assessment marked a 3 rd time they can request a re-assessment during their current enrolment period.
Recognition of Prior Learning	Course fees	The charge for RPL is the same as the enrolment fee, there is no additional surcharge.
Credit Transfer <i>Same or equivalent unit listed as current on training.gov.au</i>	No charge	Where a student has completed the same or equivalent unit and is able to produce documentation eg a USI transcript, a Statement of Attainment or Record of Result from another Registered Training Organisation, they are awarded Credit Transfer and are not enrolled in that unit of study.
Credit Transfer <i>Unit not listed on training.gov.au</i>	Course fees	Where a student has completed structured training from a Registered Training Organisation or university with the same outcome as a unit offered in a DTA course, DTA can conduct a mapping exercise and award a Credit Transfer. The student will not be enrolled in the unit of study.
Deferral Fee	\$200	This fee must be received in order to suspend an existing payment plan.
Missed Payment Fee	\$20	It is the responsibility of the student to ensure funds are available for Direct Debit payments and DTA may charge a fee where funds are not available and the payment needs to be processed on another date. (Please refer to terms and conditions of the Direct Debit Request).

Support for students

DTA offer a range of options to support students. If at any time a student needs additional support, they should contact their Course Co-ordinator who can assist and provide support options.

If you are experiencing any personal difficulties or difficulties with your studies, please communicate with your Course Co-ordinator. They will be able to assist and let you know how we can best support you.

Language, Literacy and Numeracy (LLN) Assistance

All our standard course material contains written documentation and, you may be required to submit written assessment items. For some courses, numerical calculations may also be required.

We recognise that not all people have the ability to easily read, write and perform numerical calculations to the required standards of a course. We will endeavour to assist you to achieve your required competency level by taking into consideration any language, literacy or numeracy difficulties you may have, and accommodating these where reasonable and within our ability.

All students will complete a LLN questionnaire as a part of their orientation. In the event where additional support is required, your Course Co-ordinator can provide options for additional support which may include both support provided by DTA and support external to our offering.

Student code of conduct

DTA provides training services in a spirit of cooperation and mutual respect. When having any interaction with others, we ask that you please be courteous to each other, to our personnel and to all people who you encounter.

Please consider and abide by these basic rules:

- all students must comply with all reasonable requests and requirements made by DTA personnel
- no student should attend any class (including private online classes) while under the influence of alcohol or any drugs (prescribed or otherwise)
- any form of discrimination, bullying, or harassment or any obscene, offensive or insulting language or behaviour will not be tolerated
- disruptive behaviour is unacceptable and will not be tolerated
- any breaking of any state or federal law will be reported to the relevant authority

If a trainer or personnel of DTA is unhappy or dissatisfied with the behaviour or performance of a student, the trainer or personnel has the authority to:

- warn the student that their behaviour is unsuitable or unacceptable
- immediately cancel the class

If a student wishes to express a complaint in relation to any disciplinary action taken, they have the opportunity by contacting the Director of Training.

Personnel of DTA are expected to maintain a professional and ethical working relationship with their fellow personnel, management and students. Any breach of our disciplinary standards will be raised with the Director of Training, and where necessary the Director of Operations, and the appropriate action will be taken.

Complaints

In receiving and dealing with complaints and feedback, DTA is committed to and guided by the principles of:

- ensuring complaints procedures and processes are easily accessible and understandable.
 - ensuring timely and fair consideration of all complaints with a view to facilitating fair solutions
 - ensuring all complaints are treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.
 - clearly communicating with complainants about the status of an investigation into a complaint.
 - ensuring complainants are informed promptly of decision and reason for decisions.
1. If a person has any issue or concern, it should in the first instance be raised with the DTA employee or personnel concerned. This should be done as soon as possible after the event or issue arises.
 2. Where a person is not satisfied with the response from this initial communication, they can lodge a formal complaint which should be in writing and addressed to the Director of Training. Any formal complaint relating to the provision of training must be made whilst the persons enrolment is still current or within 14 days of the enrolment end date.
 3. The Director of Training will either investigate the complaint or refer it to the Director of Operations if there is any conflict of interest. The Director of Training or the Director of Operations will acknowledge receipt of the complaint within 5 working days. This communication will also outline any investigation process, if any additional information is required from the complainant and the time-frame they can expect a response. All parties will be notified of the outcome within 30 days. If for any reason DTA need more than 30 days to thoroughly investigate and respond to a complaint, the student will be notified in writing.
 4. DTA will also advise the complainant of any further avenues or external organisations (eg Fair Trading or Consumer Affairs) they may contact if they are unhappy with the response.
 5. If the person making the complaint is still not happy with the outcome, DTA will make provide an option for a third party to review the complaint including the cost of any such mediation which will be split equally between the person and DTA.
 6. If a person is still not happy with the outcome of a complaint, they can notify ASQA if they have already exhausted all avenues from the DTA Complaints Process and other external organisations (eg Fair Trading or Consumer Affairs). ASQA will not act as a mediator or assist in resolution of the complaint.

HOW TO MAKE A COMPLAINT

1. Have you contacted the person involved or your Course Co-ordinator about the problem? If you have and you are still experiencing the same problem, you can make a formal complaint.
2. To make a formal complaint, please email to the Director of Training via Student Support student@designertraining.edu.au

Assessment

DTA ensures that all strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course; will be conducted in accordance with the principles of assessment and the rules of evidence; will meet workplace and, where relevant, regulatory requirements; are systematically validated and have been developed through effective consultation with industry.

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. For most DTA courses, you will be required to undertake assessment of a theoretical nature, undertake web-based research, and demonstrate skills which would normally be used in the working environment.

Students are allowed two attempts at all assessment tasks and after your first attempt you will be given a result of Successful or Review and Resubmit. After your second attempt you will be given a result of Successful or Unsuccessful.

Whether you satisfactorily complete an assessment item or not, you will always receive relevant feedback from your trainer.

All units of competency have multiple assessments and you should refer the Competency Flowchart which is available upon enrolment to show which assessments contribute to which units of competency. Upon completion of all assessments which contribute towards a unit of competency you are awarded with either "Competent" or "Competency Not Achieved".

Submitting authentic work

All work submitted must be your own work. DTA may verify authentic assessment in the following ways:

- student confirmation and declaration
- workplace supervisor verification
- additional verbal questions given to students on a random basis
- comparison of work style and quality for all work undertaken

Plagiarism is using someone else's work and pretending it is your own work. Without proper acknowledgement of the origin, source, or ownership of material it is a form of cheating. When work is submitted for assessment in any form, it is a fundamental expectation that the work being submitted is the sole work of the individual.

Where a trainer/assessor believes work has been submitted which has not been completed by the enrolled student, this may result in failure of the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

In the event of a student found to be cheating and a penalty imposed, the student has the right to appeal against the charge if they believe the accusation is unjust. The appeal must be lodged in writing within seven days of imposition of the penalty to their Course Co-ordinator. An open meeting involving all parties will then be arranged so that evidence can be reviewed and a decision concerning the appeal can be made.

Appeals Process

Appeals relate to the final outcome of assessment results for a unit of competency. Where a student is deemed Not Competent after all resubmissions, an appeal can be made where the student believes their work has not been fairly assessed and is not satisfied with the outcome.

Where a student appeals the outcome of a final result, a review of their assessments will be undertaken by a person who was not involved in the original marking. A written statement of the outcome of the appeal will be provided within a further 14 days of receipt of the appeal.

HOW TO MAKE AN APPEAL

Academic appeals are to be lodged in writing to the Course Co-ordinator by emailing student@designertraining.edu.au within 14 days of receiving the result.

Assessment records policy

DTA is committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our students' privacy.

Students final results and details of Statements of Attainments, Qualifications and Records of Results are kept for a period of no less than 30 years. The actual assessment items are kept for 6 months from the date of being deemed "Competent" or "Competency Not Achieved".

All students are encouraged to keep a copy of their own assessments as DTA are unable to provide copies after the enrolment period has ended.

Access to individual student assessment records will be limited to those who require them for specific purposes, including:

- trainers and assessors for the purpose of updating student records
- management and administration personnel as required for the purposes of smooth and efficient operation of the RTO's business
- officers from the Australian Skills Quality Authority (ASQA) or their representatives
- those permitted by law for the purposes of subpoena, search warrants, social services benefits, or evidence act etc
- where students authorise release of specific information to third parties in writing

Recognised Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience, or by some other means. DTA encourages you to apply for RPL where you think you may have sufficient evidence to demonstrate competence in a unit of competency without having to undertake formal training. You must be able to show throughout this assessment process that your knowledge and skills are current and can be applied at the time you apply. RPL assessments can only take place after the student has enrolled in the course and occur prior to commencing a Cluster or short accredited course.

The evidence submitted for an RPL assessment may include, items such as: work examples/records; records of workplace activities; third party reports from supervisors; certificates/qualifications; diary/journal notes; practical demonstration in the workplace.

In addition to an application for RPL prior to commencing a course, DTA take a flexible approach to RPL and also encourage students to engage with their trainers throughout the course as there may be instances where they can provide examples of their work rather than completing individual assessments.

HOW TO APPLY FOR RECOGNITION OF PRIOR LEARNING

When completing your Course Enrolment Form, ensure you tick the box for RPL to alert your Course Co-ordinator that you are wishing to discuss options for RPL

Your Course Co-ordinator will contact you to explain the types of evidence you will need to collate and submit for an RPL assessment to take place.

Transition to training packages

To ensure that you are only training in current courses, DTA manages the transition from superseded training packages as soon as possible and within 12 months of their publication on the National Register.

If there are any updates to any part of the course you are enrolled in, DTA will issue written notifications to you detailing the training package changes, impacts on you and the options that are available to you to complete your course.

Issuance of Compliant Qualifications and Statements of Attainment

DTA issues to students who have been assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET Statement of Attainment (as appropriate) that meets the Australian Qualifications Framework requirements; identifies the RTO by its national provider number from the National Register; includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

Before qualifications are issued you will be requested to complete and return an AQTF learner questionnaire.

On completion of your training, you will receive:

1. Where the qualification has been completed in full, a Certificate awarding you the qualification accompanied with a Record of Results which details the units of competency which you have completed along with the outcome code of how you achieved competency; or
2. Where the qualification has not been completed in full
 - a. An unofficial transcript listing all units with outcome codes
 - b. A Statement of Attainment where you have completed and been deemed competent in units of competency but you have not successfully completed all units towards a full qualification. The Statement of Attainment is a list of units completed in full and does not contain outcome codes.

Outcome Codes which may show on transcripts

Outcome Code	Meaning
C	Competent after successfully completing the required assessments
CT	Credit Transfer applied from previous training
W	Withdrawn - where is student has not completed all assessment items during the enrolment period
CNA	Competency not achieved / fail (only issued where all assessments have been submitted, but the student was deemed unsuccessful in any assessment that contributes towards competency of that unit after all attempts)
SUP	Superseded subject (only used where a Training Package has been updated and a unit code has changed) Unit will be replaced with new unit.

Unique Student Identifier (USI)

All students who are enrolled in accredited training courses must have a Unique Student Identifier (USI). USI's are requested at the time of enrolment and enrolment cannot be confirmed until a USI is provided. Without a USI, we are unable to issue a Qualification, Record of Result or Statement of Attainment.