

student handbook

Current January 2023

designer training australia

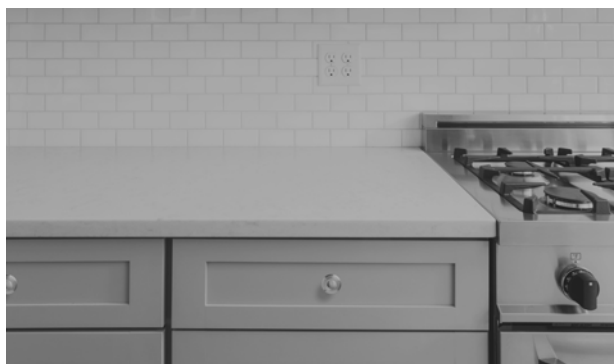
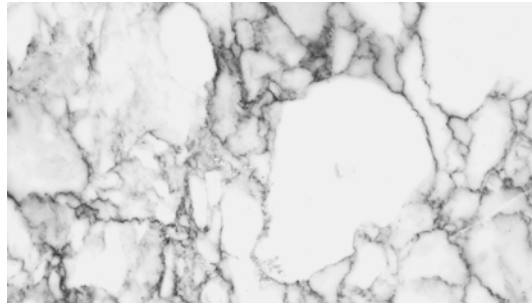


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DESIGNERTRAININGAUSTRALIA

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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 prior to and during your study. This handbook should be read in conjunction with the relevant Course Outline.

When delivering accredited training courses, Designer Training Australia (DTA) follow the Standards for Registered Training Organisations (RTOs) 2015, to ensure nationally consistent, high quality training and assessment. The national regulator for vocational education and training is the Australian Skills Quality Authority (ASQA), which ensures that RTO's are meeting the Standards.

We strive to provide you with the highest standards in training and encourage you to use all the resources and support 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.

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 Enrolment Form, payment of your administration fee and receipt of your signed Payment Plan.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is an individual education number for life, managed by the Australian Government. Anyone who is undertaking accredited training in Australia must have a 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.

For more information about the Unique Student Identifier, to create or retrieve a USI, or to view your training record, go to www.usi.gov.au

Credit transfer

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

It is recommended that prospective students contact DTA prior to enrolment if they wish to apply for Credit Transfer(s). DTA can then review documentation and the completed units which will ensure the student understands how Credit Transfer(s) 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 Transfer(s) can be verified using the USI system with permission from the individual student
2. It's recommended to send your documentation to DTA prior to completing the enrolment form so we can review and confirm how many credits and any discounts applicable
3. When completing the enrolment form, tick the box to ensure we know you are applying for Credit Transfer(s)
4. If you forget to apply for Credit Transfer at the time of enrolment, please discuss with your Course Co-ordinator during your Course Orientation

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. In the unlikely event that the student needs to alter their commencement date or is unable to complete the enrolment process prior to course commencement, it can be delayed for up to 3 months.

Students are responsible for providing anything listed on the Resource List in the Course Outline. The course fees incorporate all other fees related to the provision of training, 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/or 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 or Credit Card) 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 payments. Credit Card payments attract a credit card surcharge.

Businesses can make other payment arrangements and payment options will be provided to businesses once after the enrolment form has been received or on request.

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. If a refund is due to you, DTA Accounts will contact you to organise payment.

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.

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. On receipt of the deferral fee, any active 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 and they can advise you of all support and options available.

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:** Students can apply for an extension of time to allow them to complete the course, by contacting their Course Co-ordinator. This should be submitted 4 weeks before the end of the enrolment period. DTA will support all students where possible. 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 apply for a further 6 months without the need to re-enrol. This request should be submitted prior to the end of your enrolment period to avoid the enrolment being closed. Please refer to the Fee Schedule for applicable fees.

HOW TO APPLY FOR AN EXTENSION

Contact your Course Co-ordinator by emailing student@designertraining.edu.au before the end of your enrolment period if you need an extension or to apply for a continuing enrolment period.

Your Course Co-ordinator will also inform you if this has any impact on the units you are enrolled in, your training plan or credit transfers etc

Discontinuation of course

To discontinue the course you are enrolled in you are required to give written notice 8 weeks prior to the 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

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 suggestions for external support options. Any external support options are not included in the course fees and will be at the expense of the enrolled student.

Student code of conduct

As a DTA student you have a responsibility to:

- Provide all documentation/undertake actions required at time of enrolment and during orientation week
- Treat DTA personnel with courtesy, respect and fairness
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive
- Participate actively and positively in learning and assessment activities
- Make every effort to meet assessment requirements and submit work in a timely manner
- Follow the Training Plan provided
- Disclose relevant information to enable DTA to assist you to undertake your study
- Proactively seek assistance from Student Support when needed.

As a DTA student you can expect to:

- Be provided with accurate information about your course and the requirements for enrolment
- Be treated with courtesy, respect and fairness regardless of age, gender, ethnicity, religion, sexuality or disability
- Be provided with the learning and assessment resources to complete course
- Have personal information treated confidentially, protected against unauthorised access, and provided to third parties only when permitted or required by law
- Be assessed fairly and judged on the criteria outlined in the assessment guidelines
- Be provided timely and constructive feedback about the outcome of assessment
- Have complaints and appeals considered promptly and objectively and
- Have access to Student Support throughout your enrolment period.

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 have two (2) attempts at all individual 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. If you are deemed to have not successfully met the assessment requirements after the first attempt you are able to discuss the resubmission requirements with your Course Co-ordinator prior completing and submitting a second attempt.

If after 2 attempts, the student still has some minor areas which have not been completed successfully, at the discretion of the Course Co-ordinator students may be allowed a 3rd attempt which allows the student to continue without the need to re-enrol in the course. The Course Co-ordinator will notify the student if any additional payment is due for the 3rd attempt. (Please see Fees Schedule for applicable fee).

This course is assessed holistically. All units of competency have multiple assessments and you should refer to 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, for example:

- student confirmation and declaration
- a web check of the students written submission to ensure answers are written in the students own words

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.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an alternative assessment process where the student does not participate in any learning and is assessed using their existing skills and knowledge gained 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, examples of kitchen and bathroom designs including site surveys, CAD 3D Design Concept Drawings, CAD Orthographic drawings (floor plans, elevations, mechanical plan, lighting plans, using Australian Drafting Standards eg AS1100) specifications, client interviews, quotes, contracts third party reports from employers, suppliers and clients, a resume outlining work history, records of workplace activities, certificates/qualifications; diary/journal notes.

HOW TO APPLY FOR RECOGNITION OF PRIOR LEARNING

1. 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
2. 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 a written notification to you detailing the training package changes, impacts on you and the options that are available to you to complete your course.

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 training and assessment
- 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

Feedback

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

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.

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, reviewed thoroughly, and dealt with according to the merit of the complaint
- clearly communicating with complainants about the status of a review into a complaint
- ensuring complainants are informed promptly of decisions and the reason(s) for decisions.

Complaints Process

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 review 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 2 working days. This communication will also outline any review process, if any additional information is required from the complainant and the timeframe in which 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 review and respond to a complaint, the student will be notified in writing.
4. If the complainant is unhappy with the outcome of a complaint review, they could consider contacting an appropriate external organisation (eg Fair Trading or the Australian Competition and Consumer Commission).
5. If the person making the complaint is still not happy with the outcome, DTA will provide an option for a third party to review the complaint. The cost of any review and/or mediation will be split equally between the person and DTA.

ASQA does not get involved in complaints, will not act as a mediator, and will not assist in resolution of complaints. If the complainant has exhausted all avenues from the DTA Complaints Process and other external organisations (eg Fair Trading or Consumer Affairs) they can provide feedback to ASQA.

HOW TO MAKE A COMPLAINT

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

Issuance of Compliant Qualifications and Statements of Attainment

DTA issues Qualifications, Records of Results and Statements of Attainment to students who have been assessed as competent in accordance with the requirements of the Training Package or VET accredited course. All certification 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.

On completion of your training, you will receive:

- Where a 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
- Where the student has completed a short course or has not completed a qualification in full, a Statement of Attainment is issued for the units completed. The Statement of Attainment is a list of units completed in full and does not contain outcome codes.

Students can also access their training record through the Unique Student Identifier website and DTA report student records annually.

Outcome Codes which may show on Unique Student Identifier records and/or DTA issued certifications

Outcome Code	Meaning
C or CA	Competent (or Competency Achieved) after successfully completing the required assessments
CT	Credit Transfer applied from previous training/national recognition
RPL-G or RPL	Recognition of Prior Learning has been granted
W	Withdrawn - where a 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). The unit will be replaced with new unit.
CONT	Continuing enrolment

Fee schedule

Fee Description	Amount	Fee Application
Certificate Reissue	\$50 (hard copy) Free (Soft copy)	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	\$30 (hard copy) Free (Soft copy)	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
Statement of Attainment by request	\$30	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 the Course Co-ordinator
Continuing Enrolment 6 months	\$950	Continuing Enrolment Application must be completed and approved by the Course Co-ordinator. Up to 12 months additional time may 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
V-Ray Remote Access Fee	\$200	If a student does not have a computer that meets the specifications for using V-Ray, they can book additional booked class times with a DTA trainer to remotely access a DTA computer to complete this part of their course
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>	Please refer to the Course Outline for the discount available	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

Privacy Notice

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information we are unable to process your enrolment as a student with DTA.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO. We are committed to protecting and managing the personal information we require and collect throughout your enrolment, for training and assessment purposes. All personal information including training sessions and submitted assessments which may be in written, audio or video format, will only be used by us as a Registered Training Organisation in order to train, assess and report accredited training activity as required by the Australian Skills Quality Authority (ASQA) and/or by Australian law. All information obtained will be held securely, and when there is no longer any legitimate purpose in retaining such information it will be disposed of appropriately.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact DTA.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact DTA to request access to your personal information; correct your personal information; make a complaint about how your personal information has been handled or ask a question about this Privacy Notice.

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.