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Welcome

Hi!

Welcome to Diversity Skills Training (DST)!

At our College we want you to enjoy learning, to be supported in mastering the skills that you need for your professional life, and to have fun while you are studying. We hope that you will enjoy your time with us, make friends and keep in contact even when you have finished.

All of our trainers are chosen carefully for their knowledge and their ability to help you understand the theory part of your studies and develop the skills you need.

We are a young College – that means that we are constantly finding ways to improve what we are doing and how we are doing it. New technology, changes in industry and better ways of learning mean that our courses are constantly updating from year to year.

It’s important at DST that students from all backgrounds feel welcome and respected. Australians come from all over the world, have many different faiths, languages and cultures – and all of them are respected at Diversity Skills Training. We will help you to find the best courses to assist your occupation, and as much as possible will provide whatever resources you might need to help you complete your studies.

This Student Handbook has been provided to help you to understand how Diversity Skills Training operates, and the policies and procedures surrounding the training and assessment that you will receive at Diversity Skills Training. Please read the handbook and sign the acknowledgement form stating that you have read and understood it.

So, settle in for a wonderful time at DST, and don’t be afraid to make suggestions or ask questions if something doesn’t seem right – we are here to help you achieve and succeed.

Silma Ihram
The Director
1. Mission, Philosophy and Vision

The mission of Diversity Skills Training is to be a leading academic institute in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

Diversity Skills Training’s ethos is based on proven experience in the training area and an understanding of local cultural diversity.

Diversity Skills Training believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. Diversity Skills Training believes in a holistic approach to education. It offers students the opportunity to develop their potential in a stimulating educational environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment.

2. Courses we offer:

Diversity Skills Training offers the following courses:

- Cert III in Business (BSB30115)
- Certificate IV in Work Health & Safety (BSB41415)
- Cert II in Information, Digital Media Technology (ICT20115)
- Cert III in Information, Digital Media Technology (ICT30115)
- Cert III in Early Childhood Education and Care (CHC30113)
- Diploma of Early Childhood Education and Care (CHC50113)
- Diploma of Business (BSB50215)
- Certificate I in Skills for Vocational Pathways (FSK10213)
- Certificate II in Skills for Work and Vocational Pathways (FSK20113)
- First Aid Courses (HLTAID001, HLTAID003, HLTAID004)
- Professional Development Courses (non-accredited)

3. State Office Contacts

Currently, DST has 4 office locations in Australia.

**QLD:**
1. Street Address: Unit 8, 91 Wembley Rd, Logan Central, QLD 4114
2. Street Address: Shop 36B, St Ives Shopping Centre, 2 Smiths Road, Goodna, Qld 4300

**NSW:**
Street Address: Level 3, 128-132 South Pde, Auburn, NSW 2144

**WA:**
Street Address: Unit 14, 275 Belmont Avenue, Cloverdale, WA 6105
4. Registered Training Organisation

Registered training organisations are providers registered by ASQA (Australian Skills Quality Authority), the national regulator for Australia’s vocation education and training sector. Only registered training organisations can issue Australian Qualification Framework qualifications. The AQF is the national framework of qualifications covering secondary, vocational and tertiary education. Diversity Skills Training must adhere to the guidelines of ASQA and meet the standards for Registered Training Organizations 2015

5. Funded Programs Offered by Diversity Skills Training:

Diversity Skills Training offers a range of funded program across Western Australia, Queensland and New South Wales.

Western Australia:

Future Skills WA:

Overview:
Future Skills WA is about investing in training that equips people to take up jobs that are, or will be, in high demand in Western Australia. To do this, Future Skills WA guarantees training will be subsidised in State priority courses for eligible students where a training place is available. By encouraging people to train in these vital areas, employers have access to the skilled workers they need today and in the future.
Future Skills WA also presents more opportunities for people to gain valuable skills and qualifications that secure jobs and build successful careers.

Who is eligible for a guaranteed training place?

You are eligible for a guaranteed training place if you have left school and you are:

- an Australian citizen
- a permanent visa holder
- a holder of visa subclass 309, 310, 820, 826 or 851; or
- a dependent of the primary holder of a visa subclass 457.

Under Future Skills WA:

- There is no upper age limit.
- There are no restrictions based on your previous level of awarded qualification; however you will need to meet any course entry requirements.

Courses offered by Diversity Skills Training under Future Skills WA:
**Courses**

<table>
<thead>
<tr>
<th>Courses</th>
<th>Nominal hours</th>
<th>2016 Student Contribution (Concession)</th>
<th>2016 Student Contribution (Non-Concession)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma of Early Childhood Education and Care (CHC50113)</td>
<td>1740</td>
<td>$7780</td>
<td>$7780</td>
</tr>
<tr>
<td>Certificate III in Early Childhood Education and Care (CHC30113)</td>
<td>740</td>
<td>$1191.40</td>
<td>$2375.40</td>
</tr>
</tbody>
</table>

*Evidence to support concession are Health Care Concession Card, Pensioner Concession Card, the student is an Aboriginal or Torres Strait Islander*

**Queensland:**

**Certificate 3 Guarantee Program:**

**Overview:**
The Certificate 3 Guarantee is a key initiative under the Queensland Government’s five year reform action plan for the vocational education and training sector – Great skills. Real opportunities. For eligible participants, the Certificate 3 Guarantee will deliver a minimum entitlement to a State Government subsidised Australian Qualifications Framework (AQF) certificate level III qualification. The primary intent of the Certificate 3 Guarantee is the delivery and completion of certificate level III qualifications which lead to employment or career progression.

The Certificate 3 Guarantee complements the existing Queensland Government User Choice arrangements for apprenticeship and traineeship training. The amount of subsidy provided will depend on the demand for skilled workers in the area of study.

Eligible training participants can only access Certificate 3 Guarantee through approved training providers (Pre-qualified Suppliers) such as Diversity Skills Training. Students should expect to contribute to the cost of their training through a student contribution fee. Prospective students are only eligible for one subsidised training place for a certificate level III qualification.

**Entry Requirements:**

**To be eligible for the Certificate 3 Guarantee, prospective student must:**
- not hold or be currently undertaking a certificate level III or higher qualification. This does not include certificate level III qualifications completed while at secondary school
- be 15 years of age or older
- have finished secondary school or left school
- be an Australian citizen or Australian permanent resident residing in Queensland or a New Zealand citizen permanently residing in Queensland.

Courses offered by Diversity Skills Training under Certificate 3 Guarantee Program:

<table>
<thead>
<tr>
<th>Courses</th>
<th>2016 Student Contribution (Concession)</th>
<th>2016 Student Contribution (Non-Concession)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate III in Early Childhood Education and Care (CHC30113)- 18 units</td>
<td>$135 ($7.50 per unit)</td>
<td>$225 ($12.50 per unit)</td>
</tr>
<tr>
<td>Certificate III in Business (BSB30115)</td>
<td>$150 ($12.50 per unit)</td>
<td>$300 ($25.00 per unit)</td>
</tr>
</tbody>
</table>

*Evidence to support concession are Health Care Concession Card, Pensioner Concession Card, the student is an Aboriginal or Torres Strait Islander

Queensland Higher Level Skills Program:

Overview:
The Higher Level Skills program is a key initiative under the Queensland Government’s five-year training reform action plan, Great skills Real opportunities. The aim is to assist individuals to gain the higher-level skills required to secure employment or career advancement in a priority industry, or to transition to university.

Eligible training participants can only access Higher Level Skills Program through approved training providers (Pre-qualified Suppliers) such as Diversity Skills Training. Students should expect to contribute to the cost of their training through a student contribution fee. Prospective students are only eligible for one subsidised training place for a Higher Level Skills Program.

Entry Requirements:
This program is open to:
- Any Queensland resident aged 15 years or over, who is no longer at school
- Is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants)
- OR a temporary resident with the necessary visa and on the pathway to permanent residency.
- Prospective students must not have or be enrolled in a certificate IV or higher-level qualification, not including qualifications completed at school and foundations skills training.

Courses offered under Queensland Higher Level Skills Program:

<table>
<thead>
<tr>
<th>Courses</th>
<th>2016 Student Contribution (Concession)</th>
<th>2016 Student Contribution (Non-Concession)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma of Early Childhood Education and Care (CHC50113)- 28 units</td>
<td>$550 ($19.64 per unit)</td>
<td>$1100 ($39.28 per unit)</td>
</tr>
</tbody>
</table>

*Evidence to support concession are Health Care Concession Card, Pensioner Concession Card, the student is an Aboriginal or Torres Strait Islander

Queensland User Choice:

Overview:
The Queensland User Choice program provides a public funding contribution towards the cost of nationally recognised, accredited training and assessment services for apprentices and trainees.
The program works in conjunction with the Commonwealth Government managed Australian Apprenticeships System, under which apprentices and trainees enter into training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

The Queensland User Choice program enables apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of approved pre-qualified suppliers (such as Diversity Skills Training) for the delivery of accredited training to meet their specific needs.

The User Choice 2010-2016 program aims to provide funding aligned to the skill needs of industry and respond to changing government priorities in a timely manner.

Eligibility:

To be eligible to receive a Government Contribution the Apprentice or Trainee must have entered into a Training Contract for a qualification that is funded by the Department (Queensland Government Department of Education, Training and Employment, be registered on DELTA (Department’s Direct Entry Level Training Administration database system) with a commencement date or recommencement date on or after 1 July 2010, and select a training provider who holds Pre-qualified Supplier status for their nominated qualification.

The Government Contribution for a User Choice funding contribution will be detailed in the Apprentice or Trainee’s Letter of Registration from the Department, and is subject to student eligibility and their selection of an eligible Pre-qualified Supplier as their Supervised Registered Training Organization.

An Apprentice or Trainee can only receive one Government Contribution for a User Choice funded qualification at any single point in time.

In circumstances where a student undertakes more than one Apprenticeship or Traineeship at the same time, the student will only receive the Government Contribution for the qualification nominated in the first Training Contract registered on DELTA, not the Training Contract with the earliest start date.

Courses offered under Queensland User Choice:

<table>
<thead>
<tr>
<th>Courses</th>
<th>Total nominal Hours</th>
<th>Rate per nominal hour</th>
<th>Student Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma of Early Childhood Education and Care (CHCS0113)</td>
<td>1863</td>
<td>$1.60</td>
<td>$2980.80</td>
</tr>
</tbody>
</table>

*Evidence to support concession are Health Care Concession Card, Pensioner Concession Card, the student is an Aboriginal or Torres Strait Islander

**QLD Fee-free training for Year 12 graduates:**

Year 12 graduates can access fee-free training in high priority areas if they start training with an approved training provider within a year of leaving school. The fee-free training will apply to the following courses delivered by Diversity Skills Training under the Queensland Government's Certificate 3 Guarantee program and User Choice program.
Eligibility:
To be eligible to access fee-free training, you must:

- have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Studies Authority (or the 'Queensland Curriculum and Assessment Authority' which replaced the Queensland Studies Authority from 1 July 2014) or equivalent certificate that confirms you have completed Year 12 in Queensland
- enrol and start training with an approved training provider by the end of the calendar year following the completion of Year 12
- live permanently in Queensland.

New South Wales

Smart and Skilled Program:

Overview:
Smart and Skilled NSW is a reform of the NSW Vocational Education and Training (VET) system to help eligible students in NSW to access government funded training to study and enter a skilled workforce. It aims to support career advancements, as well as giving employers opportunities to expand the skills and capabilities of their workforce.

Eligibility:
You are eligible for Smart and Skilled if you are:

- 15 years old or over
- no longer at school
- living or working in NSW
- an Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen

Under Smart and Skilled NSW: There is no upper age limit.

There are no restrictions based on your previous level of awarded qualification; however you will need to meet any course entry requirements.

Courses offered by Diversity Skills Training under Smart and Skilled NSW in 2016:

- Cert III in Business (BSB30115)
- Certificate IV in Work Health & Safety (BSB41415)
- Cert II in Information, Digital Media Technology (ICT20115)
- Cert III in Information, Digital Media Technology (ICT30115)
- Cert III in Early Childhood Education and Care (CHC30113)
- Diploma of Early Childhood Education and Care (CHC50113)
- Diploma of Business (BSB50215)

To check your fees and eligibility please visit https://smartandskilled.nsw.gov.au/
VET-FEE HELP:

VET FEE-HELP is an Australian Government loan scheme that aims to support eligible students in enrolling into a diploma qualification. Approved students will not have to pay any upfront fees as the Australian Government will pay course fees directly to Diversity Skills Training. This allows our students who may not be financially ready to pay tuition fees to focus on their study goals for a diploma qualification first. VET FEE-HELP is part of the Higher Education Loan Program that allows all eligible students, regardless of their financial background or employment status to access this Australian Government loan scheme.

Eligibility:

- are an Australian citizen or permanent humanitarian visa holder (resident in Australia for the duration of the unit); AND
- have not exceeded the FEE-HELP limit; AND
- meet course requirements as follows:
- are a full fee-paying / fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET FEE-HELP provider; OR
- are a student subsidised by a state or territory government (other than the Australian Capital Territory) studying a diploma or advanced diploma course; OR
- are a student subsidised by the Victorian, South Australian, Queensland, Western Australian and New South Wales Government studying in a specified certificate IV course (nominated courses vary by state) as part of the Certificate IV Trial that concludes in December 2016; AND
- are enrolled with an approved provider in an eligible unit of study by the census date for that unit.

Applicant must also:

- Provide a copy of their Senior Secondary Certificate of Education that has been awarded by an agency or authority of a State or Territory for the student’s completion of year 12, or both OR
- Applicant must undertake a Core Skills Profile for Adults (CSPA) test to display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy, and
- Diversity Skills Training reasonably believes that the applicant displays that competence.

Courses offered by Diversity skills training under VET FEE-HELP:

<table>
<thead>
<tr>
<th>Courses</th>
<th>Course Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma of Early Childhood Education and Care (CHC50113)</td>
<td>$14,000</td>
</tr>
<tr>
<td>Diploma of Business (BSB50215)</td>
<td>$12,000</td>
</tr>
</tbody>
</table>

Please refer to the Study Assist website and the VET FEE-HELP Information Booklet for more information (www.studyassist.gov.au)
6. Client Services

Diversity Skills Training is committed to high standards in the provision of vocational education and training and other services to all Diversity Skills Training clients. Diversity Skills Training adheres to all relevant Commonwealth and State laws. Legislation that particularly effects students participation in VET includes:

- Disability Discrimination Act 1992;
- Human Rights and Equal Opportunities Act 1986;
- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Anti-Discrimination Act 1977
- Age Discrimination Act 2004
- Work Health and Safety Act 2011
- Occupational Safety and Health Act 1984 (WA)
- Privacy Act 1988 (Cth) amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Higher Education Support Act (HESA) 2003
- Student Identifier Act 2014
- The Apprenticeship and Traineeship Act 2001 (NSW)
- Further Education and Training ACT 2014 (QLD)
- National Vocational Education and Training Regulator Act 2011

All students may have access to any details concerning legislative requirements, Diversity Skills Training and course information upon request to management.

7. Enrolment

Unit and Course Enrolment

Students must only enrol for units that are required for their course and for which they have successfully completed all prerequisites.

Course/ Program Information

Diversity Skills Training provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times through the:

- Pre enrolment information
- Student Handbook
- Student’s Training and Assessment Plan
- Course Marketing Materials
- Induction procedures
All students must enrol in person. This is to sight check all registered students at Diversity Skills Training and to provide appropriate academic counselling.

8. Induction

Student Induction

All new students (face to face) will be taken through a Diversity Skills Training Induction conducted by a member of Diversity Skills Training staff. It is essential for students to attend this session to understand Diversity Skills Training’s policies and procedures and familiarise themselves with Diversity Skills Training facilities and services. Online students will be provided with all relevant information via email with the confirmation of their enrolment, including

- how to access DST website
- how to access online resources
- pdf copy of the Student Handbook
- Trainer and College contact details

For student card - Students must bring their photo ID and a passport sized photograph at this time in order to make their student card. During Induction all queries regarding course structure and timetables will be answered.

9. Recognition of Prior Learning (RPL) and Exemptions

Recognition of Prior Learning

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit that is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

Exemptions and National Recognition

Under national recognition Diversity Skills Training recognises the qualifications issued by other Australian RTOs and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on Diversity Skills Training course profiles. Students are required to indicate their intention to apply for exemption at the time of registration. Students will be informed in writing as to the results of their application and any further evidence that may be required.

First Day of Class (face to face learners)

On the first day of class trainers will:
10. **Training Delivery:**

**Competency Based Training**

All training at Diversity Skills Training is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

**Flexible Delivery**

Diversity Skills Training practices the principles of flexible delivery. Programs are designed to maximise the opportunity for access and participation by all students. It is Diversity Skills Training policy that trainers must adopt a modified lecture approach i.e. a maximum of 50% of tuition time may be lecturer lead explanation and discussion, with the remaining 50% focusing on student lead activities. In online learning, trainers must respond within 2 working days to every query and ensure maximum support to learners by providing adequate responses and links to other resources and sites as required.

At all times learning at Diversity Skills Training will be:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities
- Current in terms of the information and case studies used
- Applied – not theoretical only

At the start of each delivery unit, trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer
assisted learning, tutorial style and individualized learning, magazines and newspapers, video and audio-visual

11. **Industry Consultation:**

Diversity Skills Training liaises with industry in an effort to confirm that: current training and assessment material is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and those assessment strategies assess salient points and provide results that are useful to prospective employers.

Diversity Skills Training seeks industry contact through: Industry committees, membership of professional and industry organizations; employment of training staff with local industry, contact with Skills Councils and ITAB’s through participation in meetings and workshops, consulting employers from relevant industries and through information obtained from industry magazines, journals etc.

12. **Policies:**

**Assessment Policy:**

Diversity Skills Training is committed to providing all students with equal opportunity to pursue their training and development. The purpose of this policy is to outline the assessment approaches taken by Diversity Skills Training and student’s rights and responsibilities in the assessment process.

1. **Assessment Process:**
   1.1 The assessment processes utilized by Diversity Skills Training include the collection of a broad range of evidence for the assessor to base their decision on.

   Assessment tasks may require students to do the following:
   a) Respond to oral questioning;
   b) Provide written responses to questions, scenarios and case studies - students may be given a range of options about the method in which they wish to provide the responses;
   c) Be observed using their skills, either in the workplace, in a simulated workplace environment or in the classroom where appropriate;
   d) Gather a portfolio of evidence
   e) Research and prepare a report
   f) Prepare a presentation
   g) Complete a work placement logbook;
   h) Collect, analyse and/or prepare workplace documents;
   i) Complete an online test (where appropriate); and/or
   j) Seek a third party report, from the workplace or other such organisation, to verify their skills
1.2 Wherever possible, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equitably and that no person is disadvantaged due to a disability, impairment or other circumstances.

1.3 Diversity Skills Training ensures each assessor is provided with clear instructions about the assessment process for each unit of competency through the provision of the Training and Assessment Strategy and assessor marking guide.

2. Assessment Results

2.1 Students will be provided with results for individual assessments tasks advising whether their assessment performance was Satisfactory (S) or Not Satisfactory (NS).

2.2 Students will be provided with written assessment results advising whether they have been deemed Competent (C) or Not Yet Competent (NYC) once all assessment tasks for a unit of competency have been completed.

3. Students will be provided with written feedback from their assessor on their performance, with opportunities for improvement identified where needed.

4. Assessment Resubmission

4.1. Student must be assessed as ‘Competent’ (‘C’) in all units of competency in order to successfully complete the course in which they have enrolled in. If a student receives a ‘Not Yet Competent’ (‘NYC’) in a specific unit, he/she will have to make arrangements to be re-assessed. To be re-assessed, the student will be notified of assessment options via trainer feedback and delivery schedule.

4.2. If the student has been assessed as ‘NYC’ for a unit of competency, the student may have one opportunity to resubmit their assessment task/s with improvements made based on assessor feedback. If, upon second submission, the student is assessed as Not Yet Competent, the student must undertake the unit again at a cost of $200.

4.3. If a student’s assessment task/s is submitted after the due date, or the student is not in attendance to a class in which they have been advised that an assessment would be taking place and compassionate or other grounds cannot be established for the late submission or absenteeism, the student will be charged a fee of $50 to resubmit their assessment task, or undertake the assessment task again.

4.4. If a student has been deemed ‘NYC’ for a particular assessment task due to academic misconduct (cheating) or plagiarism, a penalty of $100 will be applicable for redoing the task again.

4.5. If a student is not in attendance at a pre-arranged work place visit with their assessor and compassionate grounds or other cannot be established, another visit time will need to be arranged with the host employer and the student. This will be at a cost of $200 to the student.

4.6. Reassessment must be applied for by the student within one week after the result is made available to him/her. This means that the student is responsible to acknowledge that he/she has received the result and has been deemed NYC for the units of competency previously undertaken.

4.7. Penalty may apply for students who fail to or organize their reassessment within reasonable time or does not turn up on the organized re-assessment date once results have been made available.
available to them. If students fail to come for the organized re-assessment, they may have to repeat the whole unit at a cost of $200

5. Assessment Appeal

5.1. Student are able to appeal the recording of a ‘NYC’ for any unit of competency or learning outcome provided that they had a satisfactory attendance for that unit and demonstrated reasonable participation in all assessments

Criteria(s) for appeal against assessment results:

Students may appeal against an Assessment under special criteria.

Criteria 1: Student believes that the result awarded for a piece of assessable work does not fairly reflect their standard of attainment in that work, has the right to an explanation of the assessment outcome

Criteria 2: Student has verifiable information regarding relevant and unavoidable circumstances, which directly and significantly affected student’s performance in a unit. As a consequence, student believes that the result does not fairly reflect student’s academic competence.

5.2. To appeal a ‘NYC’ student needs to fill in the Complaints and Appeals form with reference to the college Complaints and Appeals Policy.

Complaints Policy and Procedure:

POLICY

Diversity Skills Training is committed to providing an effective, efficient, timely, fair and confidential complaints handling procedure for all clients, staff and stakeholders. Diversity Skills Training is committed to treating each complaint seriously ensuring that all processes are clear, confidential and fair to all parties in order to achieve a satisfactory resolution with each complainant.

SCOPE

This policy applies to all complaints that impact on the Diversity Skills Training management systems, quality of training and assessment, quality of client service and compliance with the VET Quality Framework. The complaints procedure relates to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on behalf of the RTO and/or a learner of the RTO.

RESPONSIBILITIES:

All staff are responsible for

- The documenting of complaints as per the scope of this procedure.
- Sending the details of the complaint to the Director (or delegated person)

The Director (or delegated person) is responsible for

- Reviewing the complaints
- Determining the root cause of the complaint
- Determining the action, if any, to be taken and recording in the Action Register
- Implementing the action
Following up of the complaint to ensure the complaint has been finalised and that corrective action has been implemented satisfactorily and the client is satisfied.

Ensuring that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

PROCEDURE:

1. Complaints may be submitted by the following media:
   a) Approach a staff member and make a verbal complaint
   b) By phoning the College
   c) By email to the College
   d) Completing the Complaints and Appeals form and submitting to the administration office and/or mailing to the Director.

2. Staff members receiving the complaint should discuss with the complainant the complaint details to determine if they can implement action that is agreeable to the complainant.
   1. The staff member will record the complaint on the Complaint and Appeals form.
   2. The complaint will be acknowledged to the complainant in writing
   3. The staff member will resolve the complaint within 5 working days and provide a written response to the complainant.

3. If the staff member resolves the complaint and the nature of the complaint is in regards to the RTO management systems, the quality of training and assessment, the quality of client services or a non-compliance of the VET Quality Framework the staff member will forward the completed Complaint and Appeals to the Director (or delegated person), to inform them of the details of the complaint and the action implemented and for recording in the Complaints Register.

4. If the staff member receiving the complaint is unable to resolve the issue with the complainant or the complaint is outside of the staff member’s area of responsibility then the staff member will refer the complaint to the Director (or delegated person) using the Complaint and Appeals form. The complaint will be acknowledged in writing to the complainant and recorded in the Actions Register.

5. On receipt of the complaint, from any source, the Director (or delegated person) will review the complaint within five (5) working days and determine the root cause of the complaint, determine the appropriate action, if any, record the actions in the Actions Register and implement the actions.

6. Where the complaint is in regards to another person or group of persons, these persons will be informed of the allegations and provided an opportunity to respond.

7. No action relating to an enrolment status is to be taken until such time as the complaint has been resolved. However, the Director retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.
8. During the investigation process, the complainant will be given the opportunity to present his/her case (with the provision of a support person and/or independent adviser in attendance, if required). This will be at no cost to the student.

9. The Director (or delegated person) will provide a written response within fourteen (14) working days to the complainant of the action taken and the reasons for the decision.

10. All complaints will be finalised as soon as practicable. However, where the RTO considers more than 60 calendar days are required to process and finalise the complaint, the RTO will:
   - inform the complainant in writing, including the reasons why more than 60 calendar days are required; and
   - regularly update the complainant on the progress of the matter.

11. The Director (or delegated person) will review the action to determine its effectiveness and client’s satisfaction.

12. If the client is dissatisfied with the outcome of the complaint they can appeal the outcome in accordance with the RTO’s Appeals Policy and Procedure (SSPOL07).

13. Any complaint which appears to be related to any illegal activity such as theft, assault etc. will be referred to the appropriate authority after discussion with the person making the complaint.

14. All records of complaint will be maintained in accordance with Diversity Skills Training Record’s Management Policy (MGPOL003).

15. The organisation seeks to prevent complaints by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Appeal Policy and Procedure:

POLICY

Diversity Skills Training is committed to providing an effective, efficient, timely, fair and confidential appeals handling procedure for all clients, staff and stakeholders.

SCOPE

This procedure applies to any appeals regarding decisions made by Diversity Skills Training. This includes appeals that relate to assessment decisions.

RESPONSIBILITIES

It is the responsibility of all staff, including trainers/assessors to assist clients with the appeal process.

It is the responsibility of the Director (or delegated person) to ensure the appeal process is carried out in accordance with this procedure and to ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
PROCEDURE:

Stage one:

1. Formal appeals must be lodged in writing on the prescribed form to:

   National Training Manager
   Diversity Skills Training
   Level 2, 128-132 South Parade
   Auburn NSW 2144
   or via email to admin@diversityskills.edu.au.

2. The Complainant is invited to include suggestions about how the appeal might be resolved.
3. The National Training Manager or his representative will notify the Complainant of receipt of the appeal within 5 working days.
   The National Training Manager or his representative will then assess the appeal, determine the outcome and advise the Complainant in writing of their decision within 20 working days.
4. The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two:

1. If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response to:
   The Director
   Diversity Skills Training
   Level 2, 128-132 South Parade
   Auburn NSW 2144

2. The Complainant’s appeal will be determined by the Director who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.
3. The Complainant will be advised of their right to progress to Stage Three of the appeal procedure if they consider the matter unresolved.

Stage Three:

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by Diversity Skills Training through Resolution Institute, the Association of Dispute Resolvers.
Complainants may request that their appeal is referred to the independent mediator by writing to;
The Director
Diversity Skills Training
Level 2, 128-132 South Parade
Auburn NSW 2144

Costs of such mediation will be shared equally by Diversity Skills Training and the Complainant. As a guide mediator’s costs would be $385 for the first four hours (or part thereof). Subsequent hours
would be $137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.

If the Complainant remains unsatisfied with the outcome of the mediator’s decision, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see:


Diversity Skills Training will give due consideration to any recommendations arising from the external review of the appeal within 30 days of receipt of the recommendations.

Privacy Policy:

1. Overview

In the course of its business, Diversity Skills Training Pty Ltd ("Diversity Skills Training") may collect information from students or persons seeking to enrol with Diversity Skills Training, either electronically or in hard copy format, including information that personally identifies individual users. Diversity Skills Training may also record various communications between individuals and Diversity Skills Training.

In collecting personal information Diversity Skills Training will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

2. Collection and use of personal information

Diversity Skills Training will only collect personal information from individuals by fair and lawful means which is necessary for the functions of Diversity Skills Training. Diversity Skills Training will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of Diversity Skills Training.

The information requested from individuals by Diversity Skills Training will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records and to report to government agencies as required by law. If an individual chooses not to give Diversity Skills Training certain information then Diversity Skills Training may be unable to enrol that person in a course or supply them with appropriate information.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Diversity Skills Training shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of Diversity Skills Training or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

3. Disclosure of personal information
The information that an individual provides may be disclosed to organisations that run courses in conjunction with Diversity Skills Training.

Personal information about students studying with Diversity Skills Training may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA). This information includes personal and contact details, course and unit enrolment details and changes.

Diversity Skills Training will not disclose an individual’s personal information to another person or organisation unless

a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
b) the individual concerned has given written consent to the disclosure;
c) Diversity Skills Training believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
d) the disclosure is required or authorised by or under law; or
e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Diversity Skills Training shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of Diversity Skills Training or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

4. Security and integrity of personal information

Diversity Skills Training is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

Diversity Skills Training will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

Diversity Skills Training will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where Diversity Skills Training has no further use for personal information for any purpose disclosed by Diversity Skills Training, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

5. Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that Diversity Skills Training holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Diversity
Skills Training holds about them; however Diversity Skills Training may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by Diversity Skills Training should be sent to:

National Training Manager
Diversity Skills Training
Level 2, 128-132 South Parade
Auburn NSW 2144

6. Complaints about an alleged breach of the APPs

Where an individual believes that Diversity Skills Training has breached a Privacy Principle in relation to that individual they may lodge a complaint using Diversity Skills Training’s grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

7. Publication

These Privacy Policy will be made available to students and persons seeking to enrol with Diversity Skills Training by publication on Diversity Skills Training’s website: www.diversityskilstraining.edu.au. Alternatively, a copy of this policy may be requested by contacting Diversity Skills Training using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Diversity Skills Training will advise students on enrolment about these procedures and where they are located.

Access and Equity Policy:

Diversity Skills Training is committed to provide equal opportunity and promote inclusive practices and processes in its policies and procedures. The purpose of this policy is to outline Diversity Skills Training commitment to access and equity principles.

1. Diversity Skills Training is committed to ensure that it complies with the following legislation

- Disability Discrimination Act 1992;
- Human Rights and Equal Opportunities Act 1986;
- Racial Discrimination Act 1975;
2. Diversity Skills Training will implement the following process to ensure that all current/future students receive fair and equitable treatment.
   2.1. Student’s admission to courses is based solely on the entry requirements outlined in the marketing material, course guide. Students will be selected based on merit.
   2.2. Students will be provided with adequate information and support to enable them to select the most suitable program for their needs.
   2.3. To ensure that the learning environment is free from harassment, discrimination and victimisation, Diversity Skills Training will specify standards of behaviour expected from students and staff in its Staff/Student Code of Conduct. Please refer to Student/Staff Behaviour Management Policy.
   2.4. Diversity Skills Training will ensure that teaching and learning materials reflect the diverse needs of its clients. Students will be treated fairly and equally in all aspects of training without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
   2.5. Diversity Skills Training provides equity in access to the level of training and support required by each student by:
      
a) Providing courses that are online and self-paced

b) Providing learning support: Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty. Special consideration may be granted if through misadventure (e.g. illness, bereavement, or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance has been affected by such an incident. Please refer Assessment Policy

c) Providing culturally appropriate training and assessment resources that are relevant to student needs and circumstances

d) Reasonable adjustment to training and assessment for those with a disability or special needs

e) Providing student support and referring student to counselling services where needed

2.6. Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use Diversity Skills Training complaints and appeals policy/procedures. DST will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures. Please refer Complaints and Appeal Policy

3. This policy may not apply where the student has a criminal history that will impact on the course he or she is enrolled in or if a student requires a special service which will cause financial hardship to Diversity Skills Training
Fees, Charges and Refund Policy

The purpose of this policy is to outline Diversity Skills Training fees, charges and eligibility for refunds. This policy applies to students undertaking training under Government Funded Contracts, VET FEE-HELP students and students paying full fees.

Fees and Charges:

1. Diversity Skills Training is committed to ensuring fair and equitable policies and procedures are in place regarding payment of any monies to DST. Diversity Skills Training is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect it does not collect fees in advance of more than $1500.

2. Course Fees and charges are advised to the student prior to or at the time of enrolment through course promotional materials, student induction or the website.

3. Payment plans are aligned to courses and may vary depending upon factors such as length of course, student cohort, and government contract guidelines. Student must make a request in writing if they wish to apply for payment plan with valid reason for the request. It will be assessed on a case to case basis

4. Fees can be paid as a minimum of one instalment on enrolment. Balance of fees is to be paid on an instalment program. However, instalment payments may incur an extra $150 admin fee, paid along with the first instalment payment. Giving an opportunity for paying in instalment is entirely up to Diversity Skills Training discretion. Students must make a request in writing if they wish to apply for instalment payment with valid reason for the request. It will be assessed on case to case basis. When the instalment payment request is approved then student can start paying based on their approved payment plan

5. Diversity Skills Training may restrict or withhold services or access to facilities from the student if fees are overdue.

Refunds Policy (for VET FEE HELP enabled Courses):

1. Withdrawal from a VET unit of study / VET course of study

Students of Diversity Skills Training Pty Ltd (Diversity Skills Training) who wish to withdraw from a VET unit of study or VET course of study must do so by completing a Withdrawal Form and sending it to;
Diversity Skills Training
Level 2, 128-132 South Parade
Auburn NSW 2144

2. Refunds – students who are eligible for VET FEE-HELP assistance

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a Diploma course offered by Diversity Skills Training. In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:
• 100% of tuition fees paid for that unit will be refunded to the student; and
• the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

• no refund is applicable; and/or
• the student will incur a VET FEE-HELP debt.

3. Refunds – students who are not eligible for VET FEE-HELP assistance.

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a Diploma course offered by Diversity Skills Training.

In the event of a student withdrawing from a VET unit of study on or before the commencement date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after the commencement date for that unit of study no refund is applicable.

4. Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

5. Publication

This refund policy will be made available to students and persons seeking to enrol with Diversity Skills Training by publication on the website: www.diversityskills.edu.au. This refund policy will also form part of enrolment information.

Refunds Policy (for other courses):

1. Enrolment fee for fee for service students is non-refundable. Diversity Skills Training will refund you any money paid by you only if the provider (Diversity Skills Training) defaults on providing training. Course fees collected will be refunded only under the following circumstances
   • the course does not start on the agreed starting day; or
   • the course ceases to be provided at any time after it starts but before it is completed; or
   • if the student informs of course withdrawal in writing at least 10 working days before the commencement of the training.
   • In the case of provider default, refunds will be made within two weeks after the default day and Diversity Skills Training will give the student a statement that explains how the amount has been worked out; or
   • Course fees collected will not be refunded if:
     • the student/client cancels the enrolment less than 10 working days prior to the commencement of that course.
• the student/client withdraws from the course after the commencement of the first day of training
• the student does not start on the agreed starting date; or
• the student withdraws from the course before completion
• trainee/existing worker trainee withdraws from traineeship program after the commencement date

2. If a student withdraw from a course due to serious illness or suffer exceptional circumstances of a compassionate nature (such as death or severe illness in the immediate family) Diversity Skills Training will refund any unused fees less an administrative fee of 10%. Appropriate evidence will need to be provided with the withdrawal request. This fee refund is wholly at the discretion of Diversity Skills Training

3. In cases of verifiable financial hardship, the student should consult with DST’s Training Manager or Director

4. Students are required to use the Refund application form(SSFRM05) to lodge their request for Refund

Refunds for Publicly Funded Western Australian VET Students Only:
Students who withdraw are entitled to a full refund of fees and charges where:
   1. a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student; or
   2. a student is not given a place due to maximum number of places being reached.

Part Refunds:
Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of delivery has been concluded will be eligible for a full refund of their course fee, and:
   1. a full refund of the resource fee if the course is a Diploma or Advanced Diploma; or
   2. 50% of the resource fee if the course is below Diploma level.

Qld Certificate 3 Guarantee Program and Higher Level Skills Program Students ONLY:
Upon receiving the refund application from a withdrawn student, the pro-rata refund will be determined based on the appropriate per unit amount for those units not undertaken from the point application for refund has been approved.

Qld User Choice Students: Provision of refunds, under Qld user choice, is as follows:
(a) Full refunds to students for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
(b) Proportionate refunds where the student has withdrawn from a unit of competency/module
(c) Full refunds to employers for any additional charges (beyond the student and government contribution) charged by DST (if any)at the time of the cancellation of enrolment( if applicable)

Refunds will be processed within 14 days upon receiving the application for refund.
NSW Smart and Skilled Students ONLY:
Diversity Skills Training is aware of its contractual responsibilities under Smart and Skilled with regard to the Fee and Refund administration requirements. To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment on completion of the Notification of Enrolment Process. These will be as calculated using the Provider Calculator.
- Students will be notified of any schedule of payments on enrolment.
- Students will be notified of any additional equipment costs prior to enrolment.
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.
- All fees collected will be retained by Diversity Skills Training.
- Any VET FEE-HELP fees applied for by students will be paid directly to the RTO from the Commonwealth Government.
- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships.
- No extra fees will be charged to students under a sub-contacting arrangement.
- Students will be entitled to 2 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge which will be at the discretion of the Provider.
- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made.
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees Diversity Skills Training will give a pro-rata refund to the student. The pro-rata refund will be determined based on the appropriate per unit amount for those units not undertaken from the point application for refund has been approved. Refunds will be processed within 14 days upon receiving the application for refund.

Withdrawal of students
- Withdrawal without Penalty: students will be notified prior to enrolment that they can withdraw from the course 10 days prior to the course start date and receive a full refund of fees paid to date.

Withdrawal after the Cut-Off Date with Penalty
- When students withdraw from a course after the course start date, Diversity Skills Training will not refund any collected course fees.

Extenuating Circumstances
If for any reason Diversity Skills Training is unable to complete the training the following Refund Policy will apply:

- Diversity Skills Training will refund you any money paid by you only if the provider (Diversity Skills Training) defaults on providing training. Course fees collected will be refunded only under the following circumstances:
  - the course does not start on the agreed starting day; or the course ceases to be provided at any time after it starts but before it is completed.
  - If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees Diversity Skills Training
will give a pro-rata refund to the student. The pro-rata refund will be determined based on the appropriate per unit amount for those units not undertaken from the point application for refund has been approved. Refunds will be processed within 14 days upon receiving the application for refund.

Fees and Charges:

<table>
<thead>
<tr>
<th>S/N</th>
<th>Category</th>
<th>Fee For Service Students</th>
<th>Government Funded Students (excl. WA Future skills funded students)</th>
<th>Fees(AUS $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Enrolment Fee for Fee for Service Students</td>
<td>Y</td>
<td>N</td>
<td>$150</td>
</tr>
<tr>
<td>2.</td>
<td>Instalment Payment (one-off administration fee) for Fee for Service Students</td>
<td>Y</td>
<td>N</td>
<td>$150</td>
</tr>
<tr>
<td>3.</td>
<td>Re-sit or Re-submit an assessment task</td>
<td>Y</td>
<td>N</td>
<td>$50</td>
</tr>
<tr>
<td>4.</td>
<td>Re-organize work place visit due to student not in attendance</td>
<td>Y</td>
<td>Y</td>
<td>$200 per visit</td>
</tr>
<tr>
<td>5.</td>
<td>Re-sit or Re-submit an assessment task due to academic misconduct (cheating) or plagiarism</td>
<td>Y</td>
<td>Y</td>
<td>$100</td>
</tr>
<tr>
<td>6.</td>
<td>Late payment of course fees for fee for service students (2 weeks from the due date)</td>
<td>Y</td>
<td>N</td>
<td>$50 per week</td>
</tr>
<tr>
<td>7.</td>
<td>Redo the unit after being assessed NYC in the second attempt</td>
<td>Y</td>
<td>N</td>
<td>$200 per unit</td>
</tr>
<tr>
<td>8.</td>
<td>Replacement of a Statement of Attainment</td>
<td>Y</td>
<td>Y</td>
<td>$25</td>
</tr>
<tr>
<td>9.</td>
<td>Replacement of a Qualification</td>
<td>Y</td>
<td>Y</td>
<td>$25</td>
</tr>
<tr>
<td>10.</td>
<td>RPL Fees</td>
<td>Y</td>
<td>N</td>
<td>$150 per unit</td>
</tr>
<tr>
<td>11.</td>
<td>Extension to course duration for online students</td>
<td>Y</td>
<td>N</td>
<td>$100 ((per additional month of extension)</td>
</tr>
<tr>
<td>12.</td>
<td>Textbooks(for Diploma Courses)</td>
<td>Y</td>
<td>N</td>
<td>$250</td>
</tr>
</tbody>
</table>

Incidental Charges for WA Publicly Funded VET Students:

<table>
<thead>
<tr>
<th>S/N</th>
<th>Category</th>
<th>Fees(AUS $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Late entry to assessments</td>
<td>$25</td>
</tr>
<tr>
<td>2.</td>
<td>Special deferred assessment</td>
<td>$25</td>
</tr>
<tr>
<td>3.</td>
<td>Assessment only, and assessment held in normal assessment period – each unit</td>
<td>$20</td>
</tr>
<tr>
<td>4.</td>
<td>Setting of paper by assessor (shared equally between candidates)</td>
<td>$150</td>
</tr>
<tr>
<td>5.</td>
<td>Marking of paper by assessor (each candidate)</td>
<td>$10</td>
</tr>
<tr>
<td>6.</td>
<td>Supervision of assessment (each candidate)</td>
<td>$50</td>
</tr>
<tr>
<td>7.</td>
<td>RTO administration costs (each candidate)</td>
<td>$50</td>
</tr>
<tr>
<td>8.</td>
<td>Assessment administration costs (each candidate)</td>
<td>$50</td>
</tr>
<tr>
<td>9.</td>
<td>Re-marking of an assessment if the result was a fail – each unit</td>
<td>$0</td>
</tr>
</tbody>
</table>
Student Handbook

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.</td>
<td>Re-marking of an assessment if the result was a pass – each unit</td>
<td>$25</td>
</tr>
<tr>
<td>11.</td>
<td>Report on assessment – each unit</td>
<td>$50</td>
</tr>
<tr>
<td>12.</td>
<td>Replacement of award/qualification/academic record</td>
<td>$50</td>
</tr>
<tr>
<td>13.</td>
<td>Re-issue of academic statement</td>
<td>$20</td>
</tr>
<tr>
<td>14.</td>
<td>Re-issue of non-current enrolment form</td>
<td>$20</td>
</tr>
<tr>
<td>15.</td>
<td>Remote assessment supervision</td>
<td>$50</td>
</tr>
<tr>
<td>16.</td>
<td>Late payment of course fees(2 weeks from the due date)</td>
<td>$50 per week</td>
</tr>
<tr>
<td>17.</td>
<td>RPL Fees</td>
<td>$150 per unit</td>
</tr>
<tr>
<td>18.</td>
<td>Textbooks(for Diploma Courses)</td>
<td>$250</td>
</tr>
</tbody>
</table>

Student Behaviour Management Policy:

Diversity Skills Training (DST) is committed to the wellbeing of its students and has developed this policy to ensure students accept responsibility for their own behaviour and its consequences.

**POLICY:**

The following student of conduct apply to all students enrolled with Diversity Skills Training:

**Attendance:**

Students are required to arrive on time to class. Please advise your trainer of known absence, lateness or early departure.

**Alcohol**

Alcohol is NOT permitted on Diversity Skills Training premises.

**Smoking**

Diversity Skills Training is a NON SMOKING workplace and we ask for your assistance not to smoke on Diversity Skills Training premises or within the building.

**Chewing Gum**

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

**Drugs**

Students must NOT bring drugs to Diversity Skills Training. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

**Firearms and Knives**

It is against the law to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to Diversity Skills Training. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.
Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

Litter

Please use the rubbish bins provided for the litter.

Responsible behaviour:

Students are required to treat staff and fellow students in a respectful manner. Students must NOT use offensive language to staff and fellow students. No form of bullying, harassment or discrimination will be tolerated.

PROCEDURE:

When students choose not to comply with the above code of conduct, the following actions will be taken

STEP 1: Verbal Warning: A warning given to students pointing out a failure by the student to abide by DST Code of Conduct.

STEP 2: Written Warning: A warning specifically addressed to the student in writing. A copy of this letter will be kept in the student’s file.

STEP 3: Dismissal: There may be times when DST may decide that a student should leave DST for a period of time or permanently. The time period will be set by DST in its absolute discretion, and during this time, the student will not be allowed to return to campus without specific permission from the Director or her representative.

DST’s Complaints and Appeal Policy may be used if a student feels they have been unfairly treated.

13. Issuing Certificates

1. Conferring of certificates is an important stage in the delivery of Diversity Skills Training Programs. Diversity Skills Training will issue to its participants the Qualification, Statement of Attainment in accordance with its scope of registration. All Qualification and Statement of Attainments will meet the requirements of the Australian Quality Framework (AQF)

2. Issuing Qualification:
   On completion of a course and payment of final course fees, qualification certificates will be issued within 14 days. Qualification certificates will be accompanied by a transcript of results showing the units of competency achieved in the course.
3. Issuing Statement of Attainment:
   If a student has completed a partial qualification or has chosen to complete selected units or
   withdraws from a course, a Statement of Attainment will be issued. Statements will be issued
   within 14 days of all fees being paid and/or formal notification of the withdrawal has been
   received by Diversity Skills Training.

14. Student Support:

Catering To Diverse Student Learning Needs

Diversity Skills Training aims to identify and respond to the learning needs of all students. It is
Diversity Skills Training policy that all trainers are to identify, at the start of training, the leaning and
assessment needs of their students. This may be accomplished informally through class discussion or
through email enquiry at the start of training if online study is undertaken. Trainers will ask questions
that uncover the general English level of the students, understanding of subject concepts and
technical skills, previous experience and considerations regarding possible assessment formats. The
trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning
experience. Diversity Skills Training helps students to identify their learning needs through the
Induction procedure, Student Feedback Forms, lecturer discussion and an open invitation to
approach staff with suggestions at any stage. Again these strategies provide staff with the required
student based information for use in designing client training, facilities and services and assessment
strategies.

Language, Literacy & Numeracy Support

Students identified requiring additional LLN support will be referred to the Foundation skills program.
LLN support will be organized on a case-by-case basis through electronic LLN websites or emailed
support material, where numbers are sufficient face to face classes are organized. Some extra costs
might have to be covered by the students for this support. Any applicable fees will be discussed with
students before committing to any of the above. Student can also feel free to contact The Reading
Writing Hotline, a national telephone Literacy referral service for adults.
Phone: 1300 655 506
Email: info@literacyline.edu.au
Web: http://www.readingwritinghotline.edu.au/

Academic and Vocational Counselling

Students may receive academic or vocational counselling from the Training Manager/Coordinator,
Trainers or other qualified persons. Trainers will monitor the student’s progress and provide
counselling or support as appropriate, and where needed refer the student to the Training
Manager/Coordinator, depending on the nature of the problem.

Personal Counselling
Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable. Where necessary the Training Manager/Coordinator will assist the student to access external professional assistance. All staffs are required to treat clients with courtesy and empathy at all times.

**Client Input and Feedback**

All students at Diversity Skills Training are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. Diversity Skills Training will attempt, whenever and wherever possible, to incorporate feedback in planning and development. Student surveys will be distributed at least three times a year during your course. Students are welcome to make appointments with staff members to discuss issues personally.

15. **Safety:**

Diversity Skills Training is committed to providing a healthy and safe workplace for all students, employees and contractors. It is the policy of DST to make every reasonable effort to prevent accidents, protect employees/contractors/students from injury, and promote the health, safety and welfare of all employees/contractors/students. DST will make available appropriate resources to ensure that it complies in all respects with relevant Workplace Health and Safety legislation, and to ensure that the workplace is a safe and healthy workplace.

Workplace health and safety is both an individual and shared responsibility of all students, assessors and employees. The following responsibilities are essential to the success of the policy.

Students are responsible to:

- adhere to safe work practices, instructions and rules
- Encourage others to operate in a healthy and safe manner
- Not misuse, damage or interfere with anything provided in the interest of Workplace Health and Safety
- Discourage others from performing in an unsafe manner
- Co-operate with, support and promote occupational health and safety in the learning environment
- Report or rectify any unsafe conditions that may come to their attention

Diversity Skills Training is responsible to ensure a safe and healthy learning environment for on-the-job training. Diversity Skills Training will facilitate WHS as a shared responsibility of employers, employees, mentors and trainers/assessors:

- Special mention is made of the duty of care responsibilities of trainers, assessors in ensuring a healthy and safe learning environment by familiarising themselves with WH&S requirements of training room(s) and specific learning environments.
- Identify hazards in the learning environment
- Assess risks in the learning environment
- Provide appropriate WH&S information to learners
- Take action to ensure the health, safety and welfare of learners
16. **Diversity Skills Training Facilities:**

Diversity Skills Training maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. Diversity Skills Training maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Computer and internet access
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities

Diversity Skills has invested and continues to invest in the development of e-learning materials and resources along with appropriate support. To this end it has fitted out its training rooms with interactive whiteboards, the latest operating system software and is developing its own e-learning resources throughout 2014.

17. **Records Management**

Records

DST will collect and secure personnel records appropriate to Standards for Registered Training Organisations 2015. Where required, the organisation will collect and store records set by State or Territory Registering Bodies. The collection of data and information includes:

- Student enrolment details including accurate course/qualification and unit/module titles and codes
Retention and Management of Student Records

Student records are established in hard copy and electronic format. Individual hard copy and electronic files are established for each new client and student. The information collected includes:

- Student personal details – recorded and entered at the time of enrolment and confirmed at induction
- Course or qualification details – recorded and entered at the time of enrolment and confirmed at induction
- Qualification/accredited course units of competency or modules – recorded at the time of enrolment and confirmed at induction
- Fees paid – recorded and receipted at the time of payment
- Progress/grades – recorded on hard copy by trainers/assessors. Transferred to electronic data files by the trainer/assessor/administrators
- Attendance – recorded daily on class rolls by trainers/assessors. Transferred to electronic data files by the trainer/assessors/administrators.

Security and Retention of Records

1. DST monitors and maintains electronic records through delegated password protected access
2. Electronic records are backed up each day and stored in a network drive under P:/Diversity Skills Training/Students
3. Hard copy confidential files are stored in locked filing cabinets
4. Files are reviewed each quarter for currency and in preparation for archiving
5. All student files and records that are archived electronically and retained for a period of 30 years.
6. Master copy of student files and records are held As per ASQA’s General direction: Retention requirements for completed student assessment items.
7. Master copy of student files and records under DETA Queensland PQS Agreement, DTWD WA PIT Agreement, STS NSW Smart and Skilled Agreement are held for 7 years from the agreement end date

Access to Records by Students

Students have access to personal records on request by completing an office Request Form. In all cases Diversity Skills Training will protect the privacy of all client information.

Student Results Recording

Students’ results will be recorded on the Assessment Cover Sheet or recorded online in our Learning Management System (LMS) database. Results are to be entered at unit level. At the conclusion of each unit, trainers will record the final assessment in the Assessment Coversheet. These sheets are to be submitted to the relevant student administration officer at the conclusion of the unit for entry into the student management system and filing.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

Class Rolls and Attendance Recording (class-room based training)

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from Diversity Skills Training premises for any reason. In the case of excursions trainers will still record attendance on blank rolls.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Sick certificates
- Unit changes
- Course changes

18. Change of Personal Details

Students are obligated to keep Diversity Skills Training informed of their current contact details and to inform Diversity Skills Training immediately of any change in these details. It is your responsibility to notify us in writing of any change of name, address or employment, which occurs during the term of your studies with us, within 7 days.
19. **Acknowledgement Declaration**

I, ........................................................................................................... (FULL NAME) acknowledge that all of Diversity Skills Training and Course Information, Enrolment Terms and Conditions, Course fees and charges and Refund Policy and conditions have been provided and fully explained to me during my Diversity Skills Training Induction and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions Diversity Skills Training will initiate a warning;

- That if I am in breach of any of these terms and conditions, my enrolment from Diversity Skills Training will be cancelled.

- That I am required to maintain, as Diversity Skills Training defines, a satisfactory rate of academic progress, doing all the required assignments, appearing for all the required assessment activities and being on time on all occasions.

- That I will notify Diversity Skills Training of any change of contact details.

- All work including assessments that are submitted for the attainment of competency for evaluation must be my own work and that I must complete a student declaration as required in that regard.

- I am aware that a false declaration may lead to the withdrawal of a qualification.

- That I must remain ‘financial’ at all times and will pay all my fees including the relevant course fees on time.

- I understand that my certificate will be withheld if any applicable fees have not been paid.

- That I have read and understood all Diversity Skills Training policies and procedures as detailed in the student handbook, and the relevant course information.

........................................................................................................... ..................................................

**Student Signature**  ................................................................. **Date**