

STUDENT HANDBOOK



DIPLOMA
ACADEMY AUSTRALIA
— SHAPING YOUR FUTURE —

info@diplomaacademy.com.au

www.diplomaacademy.com.au

1300 068 141

0478 587792

Table of Contents

WELCOME	4
INTRODUCTION	4
SERVICE COMMITMENT	4
LEARNER SUPPORT SERVICES	5
OUR TRAINERS ARE READY FOR YOUR CALL	5
PREFER TO EMAIL OR TEXT?	5
LANGUAGE LITERACY AND NUMERACY	5
LEARNER RIGHTS AND RESPONSIBILITIES	6
ASSESSMENT MALPRACTICE	6
• CHEATING -	6
• COLLUSION -	6
• PLAGIARISM -	6
RESPECT FOR OTHERS	6
CHANGE OF PERSONAL DETAILS	6
EVALUATION AND FEEDBACK	7
MAKE THE MOST OF YOUR TRAINING	7
COMPETENCY	8
EVIDENCE	8
ASSESSMENT	9
WORK PLACEMENT	9
BUSINESS STREAM:	10
BUSINESS ADMINISTRATION STREAM	10
CUSTOMER ENGAGEMENT STREAM:	10
PRINCIPLES OF ASSESSMENT	11
RULES OF EVIDENCE AND ASSESSMENT	12
COURSE ASSESSMENT	12
ASSESSMENT RESULTS	12
REASONABLE ADJUSTMENTS	12
TYPES OF CERTIFICATIONS	13
RECOGNITION	13
RECOGNITION PROCESS	14
RECOGNITION DECISION	14

MUTUAL RECOGNITION	15
SPECIAL NEEDS.....	15
TRAINER AND ASSESSORS.....	15
THIRD PARTY ARRANGEMENTS.....	15
POLICIES	16
ACCESS AND EQUITY	16
APPEALS	16
GROUND OFS OF APPEAL	17
APPEAL OUTCOMES	17
LEARNER ENROLMENT	17
ENROLMENT CONFIRMATION	17
UNIQUE STUDENT IDENTIFIER	18
STUDENT RECORDS	18
COMPLAINTS	18
LODGING A COMPLAINT	19
COURSE FEES	19
RECURRING PAYMENTS	19
PAYMENT OF GST	20
ENROLMENT CANCELLATION / WITHDRAWAL / DEFERRAL / AMENDMENT	20
RTO CANCELLATION OF COURSES	20
REFUND POLICY.....	20
EQUAL OPPORTUNITY	23
RIGHTS AND RESPONSIBILITIES	23
DISCRIMINATION.....	23
HARASSMENT,VILIFICATION AND BULLYING.....	24
HARASSMENT	24
VILIFICATION	24
BULLYING	25
SEXUAL HARASSMENT	25
FORMS OF SEXUAL HARASSMENT	25
PRIVACY	25
WORKPLACE HEALTH AND SAFETY (WHS).....	26
LEGISLATION.....	26

WELCOME

Congratulations on taking the first step in shaping your future with Diploma Academy Australia. The trainers at Diploma Academy Australia are committed to helping you navigate your way through your studies and into the world of business, supporting you every step of the way.

This student handbook will guide you through our support systems, policies and procedures and roles and responsibilities while learning with us.

Please read through everything carefully and contact us directly if you would like to discuss anything in further detail.

Welcome to Diploma Academy Australia.

INTRODUCTION

Diploma Academy Australia is a training company partnered with All States Training (RTO #32577) to deliver nationally accredited qualifications Australia wide. All States Training is the registered training organisation that will be issuing the certificate you will receive once you have been deemed competent in your course by Diploma Academy Australia.

“The capacity to learn is a gift; the ability to learn is a skill; the willingness to learn is a choice.”



SERVICE COMMITMENT

Diploma Academy Australia are committed to providing quality training and assessment services to its learners.

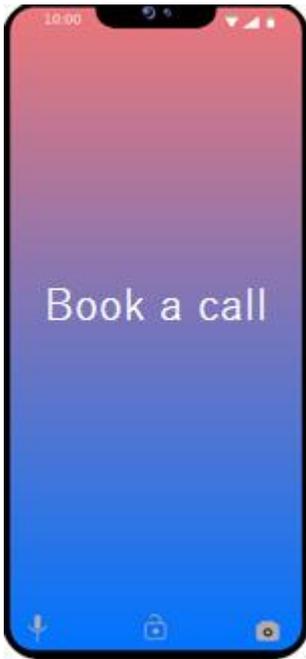
We aim to:

- ✚ Provide training and assessment services that meet industry needs and trends.
- ✚ Deliver high quality, innovative and engaging training.
- ✚ Maintain a person-centred approach.
- ✚ Foster relationships with our learners, supporting them through their career.
- ✚ Provide flexible learning opportunities.
- ✚ Provide a supportive, facilitative, and open learning environment.
- ✚ Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience.
- ✚ Ensure all training is continually monitored and improved.
- ✚ Maintain a healthy and effective learning environment.
- ✚ Produce competent and confident workers that benefit the community and industry.

LEARNER SUPPORT SERVICES

Online learning requires the learner to take charge of their learning, time management and commitment to completing. We understand that at times you may need that little bit of extra assistance. We are always on hand to assist you to keep moving forward and you can contact your trainer in a variety of ways, just choose which suits you best.

OUR TRAINERS ARE READY FOR YOUR CALL



Sometimes you just need to speak to a trainer. You can speak directly with a trainer during business hours on 0478587792 (no need to book)

If you would like to book a call outside of business hours, simply text or email with your preferred day and time and your trainer will confirm your booking. Outside of business hours times are available 7 days a week from 6am – 8pm (bookings apply)

TIPS:

Make the most of your time with a trainer and be prepared for your call with all your questions ready to go.

PREFER TO EMAIL OR TEXT?

Email is a great way for you to get comprehensive feedback or assistance with your assessments. Don't understand a question? Simply email the question to your trainer. Make sure you include details of the unit code and the question number so your trainer can assist as quickly as possible.



Do you have a quick simple question? Simply text it through. Texting can assist when your question is quick and simple, or you just need clarification. Text 0478 587792 and your trainer will reply very quickly.

LANGUAGE LITERACY AND NUMERACY

On enrolment all learners undergo a language literacy and numeracy assessment. If we feel you may need extra assistance or you have a disability that may impact on your learning, Diploma Academy Australia will discuss this with you prior to starting your course. Options may be outlined to enable you to get the most out of your learning experience.

LEARNER RIGHTS AND RESPONSIBILITIES

ASSESSMENT MALPRACTICE

Assessment malpractice includes cheating, collusion, and plagiarism.

Diploma Academy Australia regards the integrity of assessment as critical to its professional responsibilities and therefore strives to ensure the assessment processes are not compromised. Diploma Academy Australia has policies and procedures in place for dealing with assessment malpractice.

CHEATING -

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.

COLLUSION -

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other learners do not have opportunity to copy your work.

PLAGIARISM -

Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea and put it into your own words.

RESPECT FOR OTHERS

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other learners and the trainer/assessor is expected.

-  You will be expected to treat staff and fellow learners with respect and observe any Student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
-  Inappropriate language and actions will not be tolerated.
-  Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
-  You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

CHANGE OF PERSONAL DETAILS

Learners are required to ensure their personal details recorded with Diploma Academy Australia are always up to date. Should your circumstances or details change please update your record by contacting our office.

EVALUATION AND FEEDBACK

Diploma Academy Australia values all feedback from learners as it assists us to continuously improve the products and services we offer. Learners are encouraged to provide us with feedback, both positive and constructive.

Diploma Academy Australia has developed an online feedback form for you to provide feedback.

Thank you in advance for your comments.

MAKE THE MOST OF YOUR TRAINING

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- ✚ Complete all required reading and learning activities.
- ✚ Be a willing participant.
- ✚ Ensure you have a clear understanding of the assessment requirements.
- ✚ Take responsibility for the quality of evidence that you submit to the assessor.
- ✚ Keep track of your progress.
- ✚ Complete and submit all assessments using clear and concise language.
- ✚ Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

COURSE INFORMATION

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- ✚ Communication
- ✚ Teamwork
- ✚ Problem solving
- ✚ Initiative and enterprise
- ✚ Planning and organizing
- ✚ Self-management
- ✚ Learning
- ✚ Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

COMPETENCY

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all learners regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- ✚ Elements.
- ✚ Performance criteria.
- ✚ Required knowledge and skills.
- ✚ A range of variables.
- ✚ Critical aspects of evidence.
- ✚ Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period.

EVIDENCE

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module. Examples of evidence could include one or more of the following:

- ✚ Specific assessments tasks set by your Assessor
- ✚ Observation reports
- ✚ Certificates and awards
- ✚ Examples of work completed or special projects
- ✚ Position descriptions and performance reviews
- ✚ Third party reports
- ✚ Question responses

Your evidence must also demonstrate the following:

- ✚ That you can do the job or task to the required standard
- ✚ Understand why the job should be done in a way
- ✚ Handle unexpected issues or problems
- ✚ Work with others 'in a team'
- ✚ Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- ✚ Know the workplace rules and procedures

ASSESSMENT

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained during your initial orientation call and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- ✚ Observation of performance.
- ✚ Projects
- ✚ Written activities.
- ✚ written / oral questioning.
- ✚ oral presentations.
- ✚ workplace performance
- ✚ case studies.
- ✚ demonstration of skills.
- ✚ online assessments.
- ✚ portfolio of evidence.

Certificates are issued by All States Training and will only be given to learners who successfully complete all assessment requirements for their course, including online assessments and work placement requirements.

Diploma Academy Australia is required to meet stringent quality requirements in the conduct of all assessments.

WORK PLACEMENT

Work placement enables you to gain the skills and knowledge required as part of your qualification. It provides you with hands on mentoring from industry experts and as a result develop the practical skills you need to do the job.

The more experience you get, the more you will have to write on your CV and speak about in job interviews.

Gaining work placement is the responsibility of the learner, however assistance can be given by the Diploma Academy Job Hub to assist you in:

- ✚ Formatting your resume
- ✚ Interview skills
- ✚ Planning your placement

- ✚ Cover letters
- ✚ Selection criteria

Book a call with a trainer to discuss your requirements in further detail.

Prior to starting work placement, you must complete a Work Placement Agreement in consultation with the placement provider. Placement can commence once you have returned the signed placement agreement and it has been approved by your trainer.

During work placement you will be required to complete a Work Placement Skills Booklet (WPSB). The WPSB identifies tasks and skills you need to complete while on placement and have signed off by your work placement supervisor. Each unit you compete in your qualification will have required performance evidence, this evidence forms the skills and task requirements of the WPSB.

All Certificate III Business qualifications require 76 hours of placement.

Examples of placement include:

BUSINESS STREAM:

Work placement may be completed within a business environment within any industry. Learners must be exposed to skills and knowledge required to apply critical thinking, assist with WHS, participate in sustainable work practices, communicate with clients, customers, colleagues and/or managers, write simple documents, design and produce business documents, process financial transactions, organise own and others work schedules, deliver a service to customers and process customer complaints. Examples include:

- ✚ Payroll clerk in a motorbike shop
- ✚ Customer service officer for a university
- ✚ Telephone operator tour company
- ✚ Business allrounder small business operator

BUSINESS ADMINISTRATION STREAM

Work placement may be completed within a business environment within any industry. Learners must be exposed to skills and knowledge required to apply critical thinking, assist with WHS, participate in sustainable work practices, communicate with clients, customers, colleagues and/or managers, write simple documents, design and produce business documents, process financial transactions, organise own and others work schedules, maintain business resources and handle and dispatch of information. Examples include:

- ✚ Business administration hotel reception
- ✚ Business administration theme park
- ✚ Business administration online fashion distributor
- ✚ Business administration building supplies
- ✚ Administrative assistant

CUSTOMER ENGAGEMENT STREAM:

Work placement may be completed within a business environment within any industry. Learners must be exposed to skills and knowledge required to apply critical thinking, assist with WHS, participate in sustainable work practices, communicate with clients, customers, colleagues and/or managers, write simple documents, design and produce business documents, process financial transactions, organise personal

work priorities, develop and monitor a service to customers, process customer complaints, advise on products and services and maintain business to business relationships. Examples include:

- ✚ Customer service representative
- ✚ Retail sales assistant surf shop
- ✚ Online sales coordinator bottle shop
- ✚ Front desk reception nursery
- ✚ Department store help desk

PRINCIPLES OF ASSESSMENT

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> ✚ Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance. ✚ Assessment of knowledge and skills is integrated with their practical application. ✚ Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and ✚ Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> ✚ Reflecting the learner’s needs. ✚ Assessing competencies held by the Learner no matter how or where they have been acquired; and ✚ Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to consider the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

RULES OF EVIDENCE AND ASSESSMENT

Diploma Academy Australia and All States Training is required to ensure that all evidence provided by learners, as proof of their competency, meets the following “rules of evidence”.

Valid	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

COURSE ASSESSMENT

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to learners and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency-based learning.

Presentation of Assessments/ Assignments

- ✚ All assessments should be typed directly into the answer boxes on your learner dashboard.
- ✚ If an assessment question asks for a word-processed document, PowerPoint, Excel file etc., these should be uploaded directly to your dashboard.
- ✚ All assignments are registered as they are received.
- ✚ We endeavor to assess all assessments within 5 business days of receipt.
- ✚ Learners are entitled to four resubmit assessments. If the re-submissions are still deemed NYC, learners may be offered the opportunity to re-submit at a fee. No further re-submits are allowed.

ASSESSMENT RESULTS

Results of assessment are provided to learners as soon as is practical. These results are available via email as soon as an assessment has been marked. Assessment results are always confidential and will not be given to any other party unless a written request signed by the learner is received in advance.

REASONABLE ADJUSTMENTS

Learners with disabilities are encouraged to discuss with Diploma Academy Australia any ‘reasonable adjustments’ to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Diploma Academy Australia to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

TYPES OF CERTIFICATIONS

In general, three types of certificates are issued by All States Training. Certificates can only be awarded by All States Training in accordance with our approved qualification scope.

- ✚ Qualification – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the learner has been deemed competent across all the relevant units of competency making up the qualification.
- ✚ Record of Results – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- ✚ Statement of Attainment (SOA) – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a learner is deemed competent in a unit or a cluster of units of competency. This includes all aspects of the UOC including work placement and online assessments. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training. Statements of attainment, outside of qualification completion, will incur a fee of \$50.00.

Certificates will be emailed to learners at their nominated email address as shown in their Enrolment form. The onus is on the learner to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the learner. Duplicate or replacement copies of certificates incur a fee.

RECOGNITION

Recognition is the collective term and includes:

- ✚ Recognition of prior learning (RPL);
- ✚ Recognition of current competency (RCC);
- ✚ Credit transfer (CT); and
- ✚ Mutual Recognition (MR).

All learners have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Diploma Academy Australia and All States Training believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Diploma Academy Australia and All States Training always aims to maximise the recognition of a learner's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Learners who consider they already possess the competencies identified in all or part of any course/qualification offered by Diploma Academy Australia may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Office on 1300 068141 who will provide the information you need to complete an application.

RECOGNITION PROCESS

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a learner through:

- ✚ previous formal training
- ✚ work experience, and/or
- ✚ life experience.

Recognition therefore determines the subsequent advanced standing to which the learners entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the learner to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

RECOGNITION DECISION

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- ✚ Full requirements of the Unit of Competency(s);
- ✚ Any Regulatory requirements;
- ✚ Authenticity - That it is your own evidence and can be authenticated;
- ✚ That you can perform the competency consistently and reliably;
- ✚ Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- ✚ Sufficiency - There is sufficient evidence to make a judgment.

The learner must complete the theory assessments and the WPSB, as well as providing the evidence required, as indicated by the trainer in order for the RPL to be applied.

Diploma Academy Australia is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- ✚ Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- ✚ Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

MUTUAL RECOGNITION

Diploma Academy Australia and All States Training recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a learner has the same national competency codes as those that form part of the training and assessment program within which the learner is enrolled or is intending to enrol. Learners are required to formally apply for Mutual Recognition. With Mutual Recognition learners are not required to undertake learning in the unit/s again, the learner is exempt.

SPECIAL NEEDS

Learners intending to enrol for training with Diploma Academy Australia are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Learners with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration with the learner, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of learning.

TRAINER AND ASSESSORS

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications. Their industry experience is always current by participating in professional development activities, therefore giving our learners the best practical industry experience. We deliver nationally accredited qualifications in partnership with All States Training, on-line, and in the workplace. When you study with Diploma Academy Australia, your Trainer/Assessor will be always there to assist you throughout your course. Our trainers deliver their training in a way that learners will enjoy.

THIRD PARTY ARRANGEMENTS

Diploma Academy Australia has entered into a partnership arrangement with All States Training to deliver and assess training programs on behalf of All States Training, AST is required to monitor how the training and assessment is carried out and how each learner is supported and progresses through the training program.

Third Party Arrangements require the organisation delivering and assessing the training program to apply AST's policies, procedures, Assessment tools and abide by a comprehensive partnership contract that is monitored by AST.

Should the Third Party fail to meet the requirements and standards applied in the partnership arrangement, all learners will be transitioned to AST who will provide training and assessment services directly to the learner.

POLICIES

ACCESS AND EQUITY

Diploma Academy Australia is committed to promoting, encouraging, and valuing equity and diversity with respect to its learners and to providing them with a positive learning environment to achieve success. Diploma Academy Australia will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

Diploma Academy Australia abides by equal opportunity principles, providing access to the benefits of training and assessment to all learners regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All learners have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

APPEALS

Diploma Academy Australia ensures that learners have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- ✚ Learners have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- ✚ The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- ✚ The appeals policy is publicly available, via Diploma Academy Australia and All States Training website.
- ✚ The appellant can provide detail of their appeal either verbally and/or in writing.
- ✚ All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.
- ✚ If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- ✚ Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- ✚ All appeals are acknowledged in writing and finalised as soon as practicable.
- ✚ All States Training may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- ✚ If the appeal will take in excess of 60 calendar days to finalise All States Training will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- ✚ Diploma Academy Australia and All States Training strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- ✚ All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

GROUNDS OF APPEAL

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- ✚ The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- ✚ The judgement was not made in accordance with the Assessment Plan.
- ✚ Alleged bias of the assessor;
- ✚ Alleged lack of competence of the assessor;
- ✚ Alleged wrong information from the assessor regarding the assessment process;
- ✚ Alleged inappropriate assessment process for the particular competency;
- ✚ Faulty or inappropriate equipment; and/or
- ✚ Inappropriate conditions.

APPEAL OUTCOMES

Appeal outcomes may include:

- ✚ Appeal is upheld; in this event the following options will be available:
 - The original assessment will be re-assessed, potentially by another assessor.
 - Appropriate recognition will be granted.
 - A new assessment shall be conducted/arranged.
- ✚ Appeal is rejected/ not upheld; in accordance with Diploma Academy Australia assessment policy the learner will be required to:
 - undertake further training or experience prior to further assessment; or
 - re-submit further evidence; or
 - submit/undertake a new assessment

LEARNER ENROLMENT

To enrol in a training program simply go to our website at www.diplomaacademy.com.au and complete the online enrolment form and LLN assessment.

Enrolments will be considered tentative until payment or purchase order has been received.

Once we have approved your enrolment an invoice for payment will be sent. Once payment has been received your trainer will give you an orientation phone call. During this phone call the trainer will:

- ✚ Discuss the course in detail
- ✚ Discuss undertaking a training program online
- ✚ Confirm the fees you have paid
- ✚ Discuss your career goals and work placement requirements
- ✚ Discuss assessment completion and submission

ENROLMENT CONFIRMATION

All learners receive an email to confirm their enrolment. Written confirmation will outline relevant details, such as course name and code, course duration and any other course requirements that need to be met.

UNIQUE STUDENT IDENTIFIER

A USI is required by all persons undertaking nationally recognised training in Australia. It allows learners to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015.

Diploma Academy Australia must provide the RTO, All States Training, with the learners USI. All States Training cannot issue Certificates of Qualification or Statements of Attainment where there is no USI registered for the learner.

As part of our Enrolment process, therefore, you are requested to provide your USI. If you do not have a USI, please visit the website: <https://www.usi.gov.au/students/create-your-usi> for more information to create your USI.

STUDENT RECORDS

Diploma Academy Australia maintains an individual learner file for every learner who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you and is shared with All States Training as the RTO.

In accordance with Privacy laws and confidentiality requirements, your file is kept securely and only those Diploma Academy Australia and All States Training personnel who need to have access to your file for training and assessment purposes can access it.

No other person/learner can and will have access to your personal learner file without your prior written permission.

If you would like access to your personal records simply contact the director.

COMPLAINTS

Diploma Academy Australia and All States Training has a fair and equitable process for dealing with student complaints.

All learners have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

- ✚ Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- ✚ Complaints will be resolved on an individual case basis, as they arise.
- ✚ All learners have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- ✚ All complaints are acknowledged in writing and finalised as soon as practicable.
- ✚ The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- ✚ The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- ✚ In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.

- ✚ Final decisions will be made by the Director Diploma Academy Australia or All States Training or an independent party to the complaint.
- ✚ The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- ✚ If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- ✚ If the complaint will take in excess of 60 calendar days to finalise Diploma Academy Australia will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- ✚ Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- ✚ All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the learner in any current of future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

LODGING A COMPLAINT

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer /assessor/DIRECTOR. The learner completes a Complaints Form to commence the process.

COURSE FEES

Diploma Academy Australia has developed a fair and equitable process for determining course fees, refunds and payment options. Information about fees and charges may be obtained by contacting Diploma Academy Australia.

Diploma Academy Australia accepts various methods of payment for course fees. Payment for courses can be made in the form of Visa card, MasterCard, Direct Deposit or weekly recurring payments. Weekly recurring payments incur a surcharge.

RECURRING PAYMENTS

If a learner chooses to enter a payment plan with Diploma Academy Australia, they will be invoiced the initial non-refundable \$200.00 administration fee which is payable prior to course commencement. The learner will then complete the recurring payment form and commence weekly recurring fees of \$35pw for 34 weeks. Total amount payable is \$200.00 non-refundable administration fee plus \$1190.00

When a learner completes all course requirements, a qualification will not be granted until all outstanding fees have been paid.

When a recurring payment fails, the learner dashboard will be suspended until the \$25.00 failed payment charge and missed payment/s have been paid.

If fees and missed payments are not paid, the learner dashboard will remain suspended until all fees are up to date, or learner reaches course end date where the learner will be notified of their course end and course cancellation. No refunds will apply.

PAYMENT OF GST

Where a learner is enrolled in a course which is offering nationally recognised units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST, GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. If you require any further information, you can also refer to the GST Rulings on the website of the Australian Taxation Office <https://www.ato.gov.au/> The training we provide is covered under numerous rulings.

ENROLMENT CANCELLATION / WITHDRAWAL / DEFERRAL / AMENDMENT

Learners who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form available by contacting administration.

Transfers:

- ✚ Transfer to another “Course” – Should a learner wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.

Defer:

- ✚ If a learner wishes to defer their course, this may be done for a maximum of 3 months at no cost. A deferral form must be completed.

RTO CANCELLATION OF COURSES

All States Training reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. learners already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. Diploma Academy Australia has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by All States Training.

REFUND POLICY

Payment of all refunds, to learners who are entitled to a refund, are in accordance with the following refund policy.

Diploma Academy Australia will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- ✚ Withdrawals made within 30 days of enrolment and have not commenced any units, will incur a \$200 administration fee followed by a refund of any monies paid.
- ✚ Withdrawals made within 30 days of enrolment where units have commenced will incur a \$200 administration fee plus \$100 per unit started or submitted, followed by a refund of any monies paid.
- ✚ All withdrawals made after 30 days of enrolment will not be entitled to any refund unless we are satisfied that you are currently suffering from extreme hardship or a severely debilitating medical condition. This must be accompanied by supporting documentation and signed by a Justice of the Peace.
- ✚ All refunded amounts will be returned to the learner to the account or credit card from where it was paid.

- ✚ There is no refund to participants who do not obtain their qualification after assessment.
- ✚ There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- ✚ Diploma Academy Australia does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- ✚ Diploma Academy Australia provides a full refund to all clients, should there be a need for Diploma Academy Australia to cancel a course.
- ✚ If Diploma Academy Australia cancels a course, learners do not have to apply for a refund; Diploma Academy Australia will process the refunds automatically.
- ✚ All refund requests must be made in writing.

Reason for Refund	Notification requirements	Refund and fees
Learner withdraws within 30 days of enrolment	In writing, up to 30 days after enrolment and no units commenced	\$200.00 administration fee
Learner withdraws within 30 days of enrolment	In writing, up to 30 days after enrolment and units have been commenced or submitted.	\$200.00 administration fee plus \$100.00 per unit commenced or submitted
Learner withdraws after 30 days of enrolment	In writing	No Refund
Learner withdrawn from the course by Diploma Academy Australia	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Diploma Academy Australia		100% of the course fee (paid by the client)

Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$200.00 per qualification

Fee Type	Description	Fee \$\$
Unit Fee – Commenced	For all individual units commenced and the learner is within 30 days of enrolment	\$200.00 per qualification plus \$100.00 per unit
Unit Fee – Not Commenced	For all individual units NOT commenced and the learner is within 30 days of enrolment	\$200.00 per qualification, no unit fee charged.

Other fees and charges

Fee Type	Description	Fee \$\$
Statement of attainment	Prior to completion of qualification or on withdrawal of qualification (SOA will only be issued for units that have been completed in full including online theory component and work placement)	\$50.00
Course extension	3 months extension. Must be applied for in writing 30 days prior to course end date	\$250.00
Failed direct debit payments	All failed direct debit payments will incur a \$25 fee which must be paid prior to recommencing course.	\$25.00

EQUAL OPPORTUNITY

Diploma Academy Australia and All States Training is committed to equal opportunity policies and principles, as they affect learners and employees to ensure the elimination of discrimination and harassment.

RIGHTS AND RESPONSIBILITIES

Diploma Academy Australia has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and learners.

We are committed to providing an environment which recognises and respects the diversity of employees, contractors and learners. Diploma Academy Australia is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and learners to work and study in a safe and healthy environment free from such behaviour.

Diploma Academy Australia will:

- ✚ Ensure that employees, contractors and learners understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- ✚ Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and learners have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- ✚ Refusing to join in with these types of actions and behaviours.
- ✚ Supporting the person in saying no to these behaviours.
- ✚ Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or learner feels harassed, vilified or bullied, the employee, contractor or learner is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or learner feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO should be contacted.

As a learner of Diploma Academy Australia, you have the responsibility to:

- ✚ Act to prevent harassment, discrimination and victimisation against others;
- ✚ Respect differences among other staff, learners and contractors, such as cultural and social diversity;
- ✚ Treat people fairly, without discrimination, harassment or victimisation;
- ✚ Refuse to join in with these behaviours;
- ✚ Supporting the person in saying no to these behaviours;
- ✚ Acting as a witness if the person being harassed decides to lodge a complaint.

DISCRIMINATION

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- ✚ Direct discrimination - means treatment that is obviously unfair or unequal.
- ✚ Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

HARASSMENT, VILIFICATION AND BULLYING

All employees, contractors and learners have an equal opportunity to work and study. Diploma Academy Australia will not tolerate behaviour which is of a harassing, vilifying, or bullying nature.

It is against the law for employees, contractors and learners to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and clients.

HARASSMENT

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- ✚ Race, colour, ethnic or ethno-religious background, descent or national identity.
- ✚ Sex.
- ✚ Pregnancy.
- ✚ Marital status.
- ✚ Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- ✚ Sexuality (male or female; actual or presumed).
- ✚ Transgender.
- ✚ Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- ✚ Intrusive or inappropriate questions or comments about a person's private life.
- ✚ Unwanted written, telephone or electronic messages.
- ✚ Promises or threats to a person.
- ✚ Physical violence or the threat of physical violence or coercion.

VILIFICATION

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing

symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

BULLYING

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and “ganging up”. Repeated “put-downs”, aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.

SEXUAL HARASSMENT

Diploma Academy Australia will not tolerate sexual harassment in the learning or work environment.

Diploma Academy Australia deplors all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and learners have the right to work and study in an environment free from sexual harassment.

FORMS OF SEXUAL HARASSMENT

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- ✚ Insensitive jokes and pranks.
- ✚ Lewd comments about appearance.
- ✚ Unnecessary body contact.
- ✚ Displays of sexually offensive materials, for example, calendars or posters.
- ✚ Requests for sexual favours.
- ✚ Speculation about a person’s private life and sexual activities.
- ✚ Threatened or actual sexual violence.
- ✚ Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

PRIVACY

Diploma Academy Australia and All States Training abides by the Privacy Act and respects clients, staff and trainer/assessors’ right to privacy.

As an RTO, All States Training is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from learners in secure student records. All staff must be scrupulous in using learner information only for the purposes for which it was gathered. All learners have access to their own records at all times.

Diploma Academy Australia and All States Training collects information from learners upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training

and assessment services. The Diploma Academy Australia and All States Training may use personal information to advise learners of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Diploma Academy Australia and All States Training will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

WORKPLACE HEALTH AND SAFETY (WHS)

Diploma Academy Australia is committed to providing a safe and healthy learning and work environment. The safety of our learners and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Diploma Academy Australia encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Diploma Academy Australia recognises its responsibility under the Workplace Health and Safety and related regulations. The director has responsibility for ensuring the health and safety of staff, learners, contractors and visitors. This includes:

- ✚ Provide and maintain safe plant, equipment and systems of work.
- ✚ Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- ✚ Maintain the workplace in a safe and healthy condition.
- ✚ Provide adequate facilities to protect the welfare of all employees.
- ✚ Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- ✚ Provide information, where relevant, to learners, allowing them to learn in a safe manner.
- ✚ Check WHS system compliance via ongoing auditing.
- ✚ Integrate continuous improvement into WHS performance.

LEGISLATION

AS an RTO, All States Training is required to comply with legislation designed to uphold the integrity of the nationally recognised qualifications that we train and assess and the quality of our training and assessment processes including those of Diploma Academy Australia.

This includes compliance with:

- ✚ The Standards for Registered Training organisations (RTO's) 2015
- ✚ National Vocational Education and Training Regulator Act 2011

Additionally, Diploma Academy Australia and All States Training complies with a range of other legal, regulatory and legislative requirements at a state and commonwealth level including, but not limited to:

- ✚ Anti-discrimination;
- ✚ Age Discrimination;
- ✚ Apprenticeships and traineeships;
- ✚ Children and Young people;
- ✚ Copyright;
- ✚ Corporations;

- + Disability Discrimination;
- + Employment and Workplace Relations;
- + Equal Opportunity;
- + Fair Work (including harassment and bullying);
- + Fair Trading;
- + National Vocational Education and Training;
- + Privacy and Personal information protection;
- + Racial Discrimination;
- + Sex Discrimination;
- + Taxation;
- + Unique Student Identifiers;
- + Workplace health and safety.

Diploma Academy Australia and All States Training is dedicated in applying the provisions of the VET Quality Framework to ensure that our services are of the highest quality.

More information about these regulations and legal frameworks may be located at:

- + www.comlaw.gov.au which is the Australian Government website for Commonwealth Law.
- + www.asqa.gov.au which is the website for Australian Vocational Education and Training (VET) regulator.
- + <https://www.legislation.qld.gov.au> which is the website for Queensland Government Law

