



# **STUDENT HANDBOOK 2021/22**

## **HLT35021 CERTIFICATE III IN DENTAL ASSISTING**



Dental Assistants Professional Association Inc  
RTO no 90424

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## **Welcome**

Welcome on board as a student of the Dental Assistants Professional Association (DAPA).

DAPA is an industry association and peak body for dental assistants across Australia. DAPA offers membership and support services to all dental assistants, practice managers and staff including:

- Education and Training
- Industrial/Employment Relations Advice
- Practical Advice
- Continuing Professional Education, such as evening lectures, newsletters and seminars
- Annual DAPA Conference
- Annual Dental Assistant Awards of Excellence

DAPA operates with a Board who oversee the strategic vision of the association. The DAPA staff ensure that the day-to-day operations of the association are running as smooth as possible at all times, including providing services and support to members.

DAPA is also a Registered Training Organisation (RTO No 90424) registered with the Australian Skills Quality Authority (ASQA), offering nationally recognised training to members.

We are delighted that you have decided to expand your knowledge by enrolling into a training program with DAPA. Our education and training programs have been designed by experienced clinical dental assistants who are dedicated to ensuring you enjoy your learning experience.

## **DAPA GUARANTEE**

We guarantee you will be provided with:

1. Industry recognised and developed training;
  2. Practical scenarios and workplace feedback to ensure your training provides you with the knowledge and skills required to gain employment;
- and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all practical assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.



## **Enrolment**

As an industry association, DAPA has a vested interest in the quality and suitability of those who wish to enter the dental assisting profession. We also care about whether you feel that the industry is the right fit for you.

So, before you enrol into a training program with DAPA as a means to working in the dental assisting profession, we will conduct a telephone interview with you. This interview gives you the chance to learn more about the industry and to determine if it is a good fit for you. This interview also gives DAPA staff the chance to identify your suitability to work effectively in the job role.

For example, it is an unfortunate fact that the role of a dental assistant may not be suitable to a person who is mobility challenged. This is because the equipment used in dental procedures, the proximity with which you may be required to work to a client and the restricted size of a dental clinic requires the ability to work in small confined areas and operate a mobile stool within a limited space.

You should have good manual dexterity and ability to work with small and fine instruments and equipment. In order to work in the health care industry, it is recommended that students hold current vaccinations in measles, mumps, polio (triple antigen), tetanus and hepatitis B. Recently, Covid vaccinations were added to this list as strongly recommended for dental staff and practitioners.\*

\*this may have been updated due to local Health Orders after time of printing

## **Trainers and assessors**

DAPA employ only the best qualified and experienced trainers to deliver education and training programs for our members. All our trainers hold qualifications required by ASQA as well as currency in the dental industry.

You will be assigned a trainer for your training program. DAPA encourages you to utilise your trainer's experience and soak up as much knowledge as you possibly can. Your trainer will have 'been there and done that' working within a practice.

It is recommended that you take the time to have a chat with your trainer at the beginning of your program. Get to know the trainer and let them get to know you. That will make a big difference as you work through the program, especially at those times where you need some extra assistance or guidance.

Aside from providing training and support for you, your trainer is also responsible for marking your assessment tasks throughout your training program. They will give you feedback on your answers and performance of practical tasks for each assessment task that you complete. Usually, your trainer will respond within a few days to acknowledge receipt of your work and send a result within 10-14 days.



Sometimes, however, trainers may receive large numbers of assessments which take a little longer to mark. Please respect the trainer and only follow up on your progress if you have no reply within 14 days. Urgent contact can always be made through your course co-ordinator or the DAPA office.

Office contact : 02 9569 3220 Mon-Wed 10am-4pm

Course contact: Mark Tippet 0423 130 959

### **Study Tips**

As you progress through your training program with DAPA, it might be beneficial to keep the following tips in mind.

- Pace yourself – don't rush yourself in reading or attempting your assessment tasks. You will only cause yourself confusion and stress if you do not read carefully and take your time to consider your responses carefully.
- Find out how you prefer to learn and learn best – in general, people will have a preference of how they like to learn, either by reading, watching or practising skills. If you can determine your own preferred style, use it as much as you can to gain the maximum effect from the training program.
- Schedule regular study sessions – having the same period each week will help you to keep some regularity of your study and not to let it go without any attention for long periods of time.
- Summarise the reading materials – you may find great benefit in writing shorthand notes in your own language and vocabulary as a summary of what you are reading. The simple act of writing something down is a form of repetition of thoughts or knowledge. It has been proven that repetition helps people to remember information.
- Learn the terminology – as you make your way through readings and interactions with your trainer, other students and work colleagues, you may hear terms used that you have not heard before. Find out what these terms mean. As with the summarising of the reading materials, it can help to write these down so that you will remember them. Utilise the glossary in the textbook and on the edge of the text pages.
- Seek additional learning – as well as the resources that you are supplied by DAPA in your training program, there are countless other resources that are available to you that may provide great benefit to you to read. These include other texts, anatomy posters/atlasses, journal articles, medical dictionaries and, of course, the internet.



- Remain focussed – try to avoid distractions during your scheduled study session. If you are unable to make the most of the time that you have set aside, you may find yourself re-reading the same information again and again and again.
- Complete the activities – when you reach the end of the section in the reading materials, you may find an activity task or series of questions. Attempt to complete the activity and answer the questions from memory using your own words. This will be a test of whether your study habits are effective in your learning. Make sure you correctly complete the student name, date and ID number at the top of each task.

### **The Student Logbook**

At a certain stage of your training program, you will be provided with a Student Logbook. You are required to complete this logbook throughout your full program (instructions are included in the logbook).

The logbook is a way for you to review and record your knowledge and performance of on-the-job skills. You are required to complete the logbook at various stages of your program, which will allow you to see the progress that you have made as a result of your learning. Progress may be seen as improved performance of skills, broader knowledge or new skills that you have developed.

### **Practical Work Experience**

In order to ensure that you are given the best possible chance of achieving the qualification that you enrol into a training program for, DAPA requires that you undertake some practical work experience in a dental surgery.

For those who are already employed in a dental surgery, your job role will provide the experience and opportunities that you need.

For those who are not yet employed in a dental assistant position, you will need to arrange some work experience or voluntary work. If you need help with arranging this, please speak with your trainer or DAPA's RTO Manager.

It is a requirement of the training package that participants complete a minimum of 350 hours of work placement. DAPA prefer that participants are employed at a dental clinic before progressing to unit 3 of the course. Experience in chairside assisting and reprocessing and sterilisation of re-useable instruments is essential to gain competency in the application of practical skills required in dental assisting.



### **A note on First Aid**

One of the elective subjects included in the HLT35021 Certificate III in Dental Assisting - *HLTAID011 Provide First Aid* - is not included in the distance delivery course. Students can attend the First Aid sessions at our Stanmore Training Centre (subject to availability) or undertake an external course at their own expense. We can assist you with an approved First Aid provider if required: such as ReViva, St Johns or WorkCover. Proof of Statement of Attainment will be required by DAPA administration for you to obtain a Credit Transfer for that unit if you choose it as an elective. The student's First Aid Certificate must also be current at the completion of the full course.

### **Attending Classroom Training at DAPA**

If you are undertaking a training program/s in a classroom environment at DAPA, the following information is vital for you to be aware of.

The course lectures are held on a Wednesdays from 1.15pm until 7.30pm at Stanmore for Sydney based students. Some assessment tasks will be conducted during the course.

Lecture days are usually divided into two segments, 1.15pm – 4.15pm and 5.00pm – 7.30pm with a break for dinner in between. There are a number of local venues available for purchase of meals. A microwave, fridge and utensils are available for student use. Coffee, tea and milk are supplied.

The venue address is 4/116 Percival Rd, Stanmore for Sydney based classes. This venue is located within a 5 minute walk of Stanmore railway station. Limited street parking is available at Stanmore however the immediate area opposite is 2 hour limit and patrolled.

A timetable will be issued at the commencement of each term and is subject to change at short notice if lecturers are unavailable.

Attendance at all sessions is mandatory or a medical certificate is required. Both afternoon and evening sessions must be attended and failure to return to the evening session after dinner without notice may result in cancellation of the student's enrolment.

Course attendees are expected to exhibit the behaviour of responsible adults. Disruptive or unacceptable behaviour may result in dismissal of the student from session and continued disruptive behaviour will result in cancellation of enrolment.

No alcohol or prohibited drug is permitted on the premises. Attendees suspected of consuming alcohol or prohibited drugs prior to or during the session will not be admitted to the lecture room.



Mobile phones must be turned off or on silent and students should not answer calls during sessions.

*CURRENTLY, FACE TO FACE CLASSES ARE CANCELLED FOR 2020-2021 UNTIL FURTHER NOTICE.*

### **Student Code of Conduct (face-to-face classes)**

In keeping with the qualities of a professional health care worker and the ethics and policy of the Dental Assistants Professional Association, students are expected to:

- Attend all classes punctually
- Advise DAPA Administration if unable to attend
- Respond to instructions from DAPA Administration, trainers and lecturers and show respect.
- Act in a mature and responsible manner at all times.
- Respect the rights of others to be there, their opinions, their background etc.
- Refrain from harmful or unwelcome contact with other people.
- Refrain from harmful contact with property or its removal. Students behaving in inappropriate ways may be held responsible for the repair or replacement of damaged property
- Anticipate hazardous situations and take action to avoid them.
- Take due care of fellow participants ensuring their safety throughout the activities.

Failure to abide by these responsibilities may lead to dismissal from the course and further participation in Dental Assistants Professional Association activities.

### **Distance or Flexible Learning and Assessment**

Training programs delivered by DAPA are presented and assessed in a variety of ways, recognising the different learning styles and needs of students.

Students also have the option of undertaking a training program with DAPA through a distance delivery pathway or 'correspondence'. The correspondence program includes the trainer visiting the workplace to conduct practical assessments (if permitted).

If you prefer to learn at your own pace, we will provide you with a suggested time frame for each unit work and assessments. This is a guide only and is flexible, however you should try to complete each unit within the suggested time in order to complete the qualification in reasonable time. Your trainer will assist you with pacing your progress. Please let your trainer know if anything occurs which inhibits or prevent you from progressing consistently. This could include illness, changing employment, change of

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address, stress, or any other life occurrences which can impact your lifestyle and course participation.

If you have enrolled under a Smart and Skilled Traineeship program, your completion date will already be set and a timetable for submitting assessment tasks will be designed for you to assist your completion by the traineeship end date.

### **Assessments**

In your starter pack, you will receive the textbook that you will use for the whole course along with a Workplace Health and Safety Manual and your initial student assessment kit. All units and some additional resources will be available for download on your VETtrak Student Portal.

To complete work for your trainer, please copy the assessment tasks to a word doc and complete your answers in a colour/ font and upload email this word doc to your trainer for marking. This arrangement can be discussed with your trainer.

Email your completed answers to your trainer for comment. When sending your assessments please ensure:

- The unit code or name is on the front of your work
- Your name and student number (or digital signature) is clearly visible on the front, or the header of each page
- The answers are numbered according to the assignment questions.
- Before emailing your work, make sure that you keep a copy. DAPA cannot accept liability for assessments that are lost due to a technical issue.

Please send your assessments as you complete each full task. Your trainer will mark the assessments that you submit.

If you send multiple tasks in one email, your trainer will take longer to mark these so please try to follow your timetable guide and send tasks as identified.

For each question or task, you will be assessed as having either completed it 'Satisfactorily' or 'Not Satisfactorily'. Any questions answered incorrectly or incompletely will be marked as 'Not Satisfactory' and will need to be re-attempted. Your trainer will provide you with clear feedback on your answers and where necessary may suggest additional reading. DAPA will retain a copy of this marked assessment. You will have a maximum of 3 attempts. Units which have questions marked as 'Not Satisfactory' responses after 3 attempts will be deemed 'Not Competent'.



In order to be deemed as having successfully completed an assessment, you must achieve a 'Satisfactory' result for every question or task.

### **Re-submitting an assessment task:**

Copy and paste the resubmitted question and insert your revised answer on DAPA's resubmission form. Of course, don't forget your name, date and student ID number or digital signature.

### **Practical Assessments**

Once your assessments have been completed satisfactorily, we arrange a date to visit you at work to observe and assess your practical skills in action. This process involves the completion of practical assessments and may occur at two or more intervals during your training.

Each task that you will be asked to complete in the presence of your trainer is a work-based task that you may be required to undertake during your day-to-day work as a dental assistant. Your trainer will explain each task to you before you undertake it.

Don't be worried about seeing your trainer write things down during the practical assessments. We simply need to record what we see so that we have a clear record of your performance.

Your performance of each task will be assessed as either 'Satisfactory' or 'Not Satisfactory'. Should you be assessed as having completed a task 'Not Satisfactorily', your trainer will provide some guidance and training on the specific skills or processes that were of concern. You will then be given another opportunity to attempt the practical assessment task.

Your trainer also has the option of asking you alternate questions to address any gaps in your performance of the skills. Your responses to these questions will be recorded in your assessment.

### **Final Results**

When you have completed all of your written and practical assessments satisfactorily, as well as the required hours of work, you will have completed all of the assessment requirements of your training program.

Should you have any written or practical assessments that finished with a 'Not Satisfactory' result (after all additional re-submission attempts have been exhausted), you will unfortunately be deemed 'Not Yet Competent' in any unit of competency that these assessments relate to.

Should you achieve a 'Satisfactory' result for all of your written and practical assessments, you will be deemed 'Competent' in each unit of competency in the program.

At the closure of your training program, DAPA will issue you with either a Statement of Attainment (if you achieve a successful outcome in only one



or some units of competency, but not all the units in the program) or a Certificate (if you successfully complete all assessment requirements).

### **Academic Honesty and Plagiarism**

All work submitted should be your own work, and in your words. Any data taken from external sources must be referenced. DAPA does not allow plagiarism in any of its undertakings and instructs students not to indulge in this activity. Any student or trainer who is found to have presented material that is not original, or contains excerpts from another person's work without acknowledgement will be subject to disciplinary measures.

### **Disciplinary Matters**

It is the policy of the Association that all breaches of rules and requirements related to course operations and access and use of Association facilities are formally dealt with.

Breaches resulting in disciplinary actions may include:

- Breaches of any rules and requirements of the Association
- Breaches of any policies and procedures
- Misconduct such as falsification, cheating
- Harassment and/or abuse of staff, visitors and other students

The principles with which disciplinary matters are dealt include:

- Complete confidentiality. Only the people directly involved in investigating a perceived breach will have access to information about the breach.
- Impartial. Both sides will have a chance to put their case. No action will be taken until all relevant information has been collected and considered.
- Timely. All disciplinary matters will be dealt with quickly.
- Legitimate. Disciplinary matters will be in accordance with rules and any legal obligations

Any breach or disciplinary matter will be investigated by DAPA's RTO Manager and/or Executive Committee. This investigation will be conducted confidentially and will involve the gathering of evidence related to the breach, including interviewing those involved.

The RTO Manager and/or Executive Committee will reach a decision about penalties to be made against the offending person/s. A member of the Executive Committee will inform the offending person/s of the outcome in writing, including outlining any penalties that they have incurred.



## **Student Support and Welfare**

DAPA provides resources and support to help students make the most of their time studying. DAPA makes every effort to assist students. We regularly consult with students to gather feedback on their learning experiences with DAPA and continually strive to develop and improve our services. The support services include professional and qualified counsellors on request, language, literacy support on request if unable to cope with the course work, experienced trainers and RTO Manager.

DAPA offers the following student support services:

- Referral programs for Language, Literacy and Numeracy (LLN) support are also available upon request or where DAPA and the student see need.

DAPA may arrange for specialised counselling services on request which may entail additional costs. Internal welfare services are provided free of costs to assist students in developing the personal skills and qualities necessary for success in their study program. Where personal or practical concerns interfere with a student's ability to study, these services can assist learners to resolve the immediate issues and develop strategies for the future. Students may wish to speak to an external counsellor and/or DAPA administrative officer about matters, such as:

- Coping with relationship and family issues
- Managing time, or
- Maintaining motivation

## **Feedback**

DAPA is always interested in ways to improve the training programs that we offer. One effective way that we can do that is to seek feedback from our students.

Throughout your program of study with DAPA, you may provide us with feedback at any time in discussion with your trainer or our other staff. You may also email us any feedback that you may have.

At the conclusion of each program, you will be provided with the opportunity to complete feedback forms which have a range of questions that can help us to find ways to improve our services. If the course is an accredited training program, DAPA will provide you with a Quality Indicator Learner Satisfaction Survey. This is a form that DAPA are obligated to utilise by the standards that we must meet as a Registered Training Organisation.



While providing feedback is optional, we do encourage you to let us know what you think.

## **Student Records**

DAPA takes your privacy and confidentiality of records very seriously. A new file is created for each individual student, so only your information and training course documentation is kept in your file.

All hard copy student files are stored in lockable filing cabinets in DAPA's head office at Stanmore. Records of student's participation and achievements are also entered into our student records management system, VETtrak. DAPA staff have access to login usernames and passwords to VETtrak, as well as the NSW Department of Education website where trainee details are also maintained and accessible to DAPA staff via unique logins.

The company that developed VETtrak (Ozsoft Pty Ltd) may have access to DAPA's student records that have been entered into VETtrak. However, DAPA and Ozsoft have entered into an agreement that ensures that any data accessed or read is confidential and not provided to any other party or organisation.

DAPA is required to report details of student enrolments, progress and achievements to the following agencies under the terms of the standards that Registered Training Organisations must meet and abide by, as well as contractual arrangements for the funded delivery of training programs.

- Australian Skills Quality Authority (ASQA)
- NSW Department of Education and Communities
- National Council for Vocational Education Research
- Australian Apprenticeship Centre
- The student's employer

All student records are retained in hard copy for a minimum of two years after the completion of the training program. At this time, the records are securely destroyed.

Data records entered into VETtrak are retained for a minimum period of thirty years, as is required by the national standards for Registered Training Organisations.

Students may request to view their own student file by submitting their request in writing by email or in person at the DAPA head office in Stanmore. Students will be required to prove their identity in order to gain access to their records. Students may access their records in order to ensure the details contained within them are accurate and current, or to



review any documentation related to their involvement in training programs.

DAPA does not share student information with any organisation, except for those identified above.

In order to be able to maintain regular contact throughout your training program, students are requested to inform DAPA of any change to their contact details. This can be done by email, in writing, in person or by phone.

### **Discrimination**

DAPA is committed to providing a work and training environment free of discrimination of any type. We all have a responsibility for treating each other fairly, equally, with integrity, trust and respect for the individual.

DAPA will not tolerate discrimination of any sort or in any manner, and is committed to taking disciplinary action where breaches occur.

For the purpose of this procedure, discrimination is defined as behaviour that leads to the prejudice against any person or group of persons. This behaviour is unwelcome and may be construed as offensive, intimidatory or humiliating to the person or group of persons on the receiving end of said behaviour.

DAPA shall take all reasonable action to ensure prevention of any form of discrimination.

DAPA will treat all reports of discrimination seriously. All reports will be investigated thoroughly and confidentially. Disciplinary action will be taken against any employee or contractor found guilty of discrimination. This may involve termination of employment and possible legal action.

If you feel you are being discriminated against or know of someone who is, it is important that you report it to your immediate supervisor, or, if preferred, the CEO to discuss the situation. Action will be initiated when a complaint is made in writing stating specific allegations. A report of the facts will be made in complete confidence.

Where appropriate, DAPA will not hesitate to report discrimination allegations to the Human Rights Commission on (02) 9284 9600. If it has been established that an offence has been committed, it may result in immediate dismissal of the offender.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is the process of acknowledging a person's previous experience, existing skills and knowledge in a formal assessment method. All students have the opportunity to apply for RPL



should they feel that they have existing skills and knowledge in the assessment requirements of the training program that they are enrolling into.

Due to the practical, hands-on nature of the role of a dental assistant, DAPA have developed an RPL system and process that is based on an assessment only pathway. This process involves students completing exams and performing practical tasks without having to attend and undertake training programs in class or by correspondence.

The RPL Assessment Only pathway is offered as a fast-track option for experienced dental assistants. If you believe that you already have the skills and knowledge to work competently, effectively, and efficiently as a dental assistant, speak with our trainers about the option of applying for the RPL Assessment Only pathway.

### **Credit Transfer**

Where a student has previously successfully achieved one or more units of competency with another provider (or in another DAPA training program), they should have been issued with a Certificate or Statement of Attainment.

On enrolment into a training program, students are encouraged to provide a copy of their statements of attainment and certificates. Where the student has previously achieved a unit of competency that is included in DAPA's program, DAPA will grant credit for the student. This means that the student does not need to undertake the training and assessment activities for the unit/s that they have been granted credit for.

The overall Student fee may also be reduced for the unit where credit applies. Traineeship student fees may also be reduced for the amount calculated by the Department of Education.

### **Fees and Refunds**

The course fees for each training program are outlined in the Course Information Booklet for the specific course. Additional fees that may be incurred by students throughout their training program include the following items.

- Replacement of lost or damaged textbook - \$120.00 (inclusive of GST)
- Replacement of WHS Manual - \$ 40.00
- Deferring your enrolment in a training program until another time - \$200.00 (inclusive of GST) – NB: maximum term allowable is 6 months, otherwise this will be considered to be a new enrolment and full fees will be charged \*\*
- Re-enrolment into a training program that you have previously withdrawn from or not successfully completed - \$400.00 (inclusive of GST) \*\*

\*\* may not apply to traineeships



## Traineeship Fees

For those enrolling into a training program under a traineeship structure, they will be classified by the government as either a New Entrant Trainee or an Existing Worker Trainee.

New Entrant Trainee fees incur an enrolment fee calculated under the Smart & Skilled Fee Structure, which is individually assessed. (see <https://smartandskilled.nsw.gov.au>). As of 1 January 2020 a fee free initiative has been passed on and this fee has been waived. Under the obligations of the contract that DAPA has with the NSW Department of Industry, DAPA must charge the same fees as TAFE, as a minimum. Any student fees paid to DAPA are subject to DAPA refund policy once received.

Payment plans are available for Traineeships. The initial payment includes the administration fee and resources and is not refundable once the student is enrolled and is in receipt of training material. The full student fee must be paid before a Certificate of completion can be issued.

## Private Fee Paying Students

The current course fee for

<b>Classroom Based Delivery I</b>	\$4500.00
<b>Distance Delivery</b>	\$4500.00

These include:	Initial Course administration fee	\$350.00
	Course textbook	\$140.00
	WH&S Manual	\$ 40.00
	USB resources	<u>\$ 30.00</u>
		<u>\$560.00</u>

***This amount (\$560.00) is non-refundable once enrolment is accepted***

All course notes, handouts and materials are included in the total fee. A deposit of \$900.00 (which includes initial admin fee and resources) is required to accompany the enrolment form. If the student is not successful in gaining enrolment this will be fully refunded.

All deposit payments are placed in a holding account and not accessed until the commencement of the course when the student enrolment pack is distributed to learners. On commencement of the course the administration fee is withdrawn from the holding account and the remainder of deposit is held for refunds to eligible students for a period of three weeks.



## **Refunds**

If a student is not successful in their application for enrolment, a full refund is given after the course commencement date.

If a student discontinues within 21 days of the course commencement, a refund is given less the administration fee of \$350.00 and the cost of the texts supplied of \$210.00 – a total fee of \$560.00.

If a student discontinues after 21 days from the commencement date no refund of the deposit is given as students will have received all the materials required for the first 4 units of competence as well as materials and equipment utilised. If the student discontinues after 21 days, and full fee has been paid, a pro-rata refund may be given.

## **Complaints**

DAPA recognises that, despite every effort to the contrary, there may be times when students and other stakeholders have reason to be disappointed or concerned about the conduct or activities of DAPA and its staff.

Should a situation arise where you are not satisfied with the services provided to you during a training program, you have the right to complain to DAPA.

In the first instance, we encourage you to discuss the situation with your trainer or other member of staff involved in the process or situation. This discussion will attempt to find an immediate resolution for the problem in an informal manner.

Should you not be satisfied with the resolution, or should you not be comfortable speaking with your trainer, you have the right to lodge a formal complaint to DAPA's RTO Manager. The RTO Manager is DAPA's Consumer Protection Officer. You will need to lodge this complaint in writing, either by email or in writing.

You may also make an appointment to talk with DAPA's RTO Manager in person at the head office. If the complaint is made in this format, records of the discussion will be made by the RTO Manager. These records will constitute the formal complaint being lodged.

On receipt of a formal complaint, the RTO Manager will investigate the situation and present evidence and information to DAPA's Board. The RTO Manager's investigation may include interviewing or discussing the situation with other involved parties (e.g. other students and staff).

On presentation of evidence and information, the Board will discuss the complaint and determine an appropriate resolution.



The agreed resolution will be provided in writing to the person lodging the complaint.

Should you still not be satisfied with the outcome of the complaint, you may contact the Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) to further your complaint.

All records of complaints and associated processes will be retained on file by DAPA for a period of at least two years.

### **Complaints regarding Traineeships**

Students should first follow the normal complaints procedure of DAPA as outlined above. If not satisfied with DAPA's handling of the complaint and resolution offered, students may then escalate their complaint through the assistance of a Smart and Skilled Customer Support advisor or use of an online form available from <https://smartandskilled.nsw.gov.au> or by contacting 1300 772 104.

### **Appeals**

DAPA recognises that students may not always agree with the decisions and assessment judgements that our trainers and assessors have reached. Where a student, or other person who has a vested interest in the training program being delivered, disagree with a decision or judgement that DAPA have made, they may lodge an appeal.

Initially, you should speak directly with your trainer (or the member of staff who has made the decision, if not your trainer) about the decision or judgement. Discuss the situation and the reasons for the decision.

If, after speaking with your trainer, you are not satisfied or your concern has not been resolved, you should write to DAPA's RTO Manager outlining your concerns and appealing the decision or judgement that has been made. You must clearly state the reasons why you feel that the decision or judgement was incorrect or unfair.

The RTO Manager will review the evidence that has been supplied, including the completed assessments, where relevant. In the event that the RTO Manager was the initial assessor, another trainer will review the assessment evidence.

If the second assessor reaches the same assessment judgement, then the outcome will stand. If the second assessor reaches a different assessment judgement, both assessors will meet to discuss the results and evidence. At

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the conclusion of this discussion, a final assessment judgement will be reached.

You will be informed of the outcome (and reasons for the outcome) of your appeal in writing within three weeks of it being received by DAPA. Please note that should relevant members of staff be on leave at the time of receiving the appeal, this will delay the response.

After the review is completed, if you are still not satisfied, you may lodge a further appeal to DAPA's Executive Committee.

### **Smart and Skilled Consumer Policy**

The Dental Assistants Professional Association Inc (DAPA) is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

DAPA is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law applies to the following services all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by third parties on our behalf

### **Customer Protection Strategy**

The following procedures form DAPA's Customer Protection Strategy

- All information provided about training products and services will be accurate and factual.
- A Quality Assurance Statement will be published that ensures training and assessment services will meet the legislative requirements of a



Registered Training Organisation, be fit for purpose and delivered in the advertised time frame.

- DAPA does not utilise any Third Party Arrangements with regard to recruitment and training and assessment. Students will be informed if this situation changes.
- We will inform students in our course brochures and our website of any entry requirements before they enrol; these may include English language proficiency or meeting particular licensing requirements
- We will not make any guarantees to the effect that students will successfully complete their training program, obtain employment on completion or that a training product will be delivered in a manner that does not meet the Standards for RTO's 2015.
- Written consent will be obtained from anyone whose photograph, testimonial, logo or work is used in any form of marketing or promotion.
- All personal information will be recorded and stored in line with the National Privacy Principles.
- All marketing and promotions, including unsolicited methods such as telemarketing or direct marketing at a location other than our premises (including door to door sales), will meet the requirements of the Australian Consumer Law including the requirement for cooling off periods.<sup>1</sup>
- Marketing by email will meet the Legal obligations of the Spam Act 2003.
- Students will be informed of any limited entitlement schemes that may impact them by enrolling in a training product. This includes where students can only access one course in a limited time frame and where they may be excluded from funding for other training.
- Students will be provided with the following information prior to enrolment :
  - The Complaints and Appeals Process
  - The Fee, Charges and Refund policy including Fee Protection
  - Their rights and responsibilities
  - Arrangements if training and assessment services in which they are enrolled can no longer be provided
- Any complaint will be treated as an opportunity to review and improve our service and will be included as part of our Continuous Improvement Process.

### **Smart and Skilled Traineeships**

For students undertaking training and assessment under the Smart and Skilled the following procedures are additional to the points above:

- The RTO Manager will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to

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<sup>1</sup> As detailed in the NSW Department of Fair Trading Fact Sheet: Training Providers and Marketers



ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.

- The contact details of the Customer Protection Officer will be made available to all clients on the website and in pre-enrolment information.
- Details of, or links to, the Smart and Skilled website and 1300 77 2104 contact number will be made available on all public information including the website, brochures/information downloaded from then the website or printed, enrolment forms and student induction material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

*Enjoy your studies with DAPA!*