



Dental Assistants Professional Association

RTO No 90424

Student Handbook



| Dental Assistants Professional Association Inc | National Provider Number: 90424

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## Dental Assistants Professional Association (DAPA)

The Dental Assistants Professional Association Inc is a not-for-profit member association representing Dental Assistants throughout Australia.

DAPA is an industry association, and peak body for dental assistants across Australia, with its own in-house Registered Training Organisation (RTO).

DAPA provides education, advocacy, professional development, employment assistance, networking opportunities, advice, and support to dental assistants nationally. Its aim is to represent the views of dental assistants in all matters affecting their professional, social, economic, and educational welfare.

### DAPA Mission

To promote the careers of dental assistants and the dental assisting profession in matters of advocacy, education, legislation, credentialing, and professional activities which will enhance the delivery of quality dental health care to the public.

### Vocational education and training

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

DAPA provides nationally accredited qualification and skill set training across Australia. In NSW, DAPA can offer funded programs under the governments Smart and Skilled program and nationally through fee for services arrangements in the following qualification:

HLT35021 - Certificate III in Dental Assisting

### DAPA Guarantee

We guarantee you will be provided with:

- Industry recognised and developed training
- Practical scenarios and workplace feedback to ensure your training provides you with the knowledge and skills required to gain employment; and
- Support services to ensure your training can be completed.
- Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

We will not guarantee:

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

## Welcome

Welcome on board as a student with DAPA!

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.

### Pre-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 commence in a training program with DAPA, we will conduct an induction with you to give you important insight into information you need to be aware of enrolling into a course with DAPA, including fees, RPL, credit transfer, any funding information and restrictions on enrolling in future courses, your suitability to work effectively in the job role, and other industry standards and recommendations. Students will be provided with the following information prior to enrolment:

[Training programs](#)

[Training, assessment and support services](#)

[Training program duration](#)

[Estimated location of training program delivery & modes of delivery](#)

[DAPAs obligations to students](#)

[Student rights and obligations](#)

[Unique Student Identifier \(USI\)](#)

[Complaints Process](#)

[Appeals Process](#)

[The Fee, Charges, Refund policy, and Fee Protection](#)

Arrangements if training and assessment services in which they are enrolled is terminated, or can no longer be provided

### Training programs

DAPA currently offers the following part and full qualifications as per our scope of registration and part qualification funding as per the NSW Smart and Skilled delivery contract

#### Full Qualification

| Code     | Title                               | Usage Recommendation | Extent             | NSW | VIC | QLD | SA | WA | TAS | NT | ACT |
|----------|-------------------------------------|----------------------|--------------------|-----|-----|-----|----|----|-----|----|-----|
| HLT35021 | Certificate III in Dental Assisting | Current              | Deliver and assess | ✓   | ✓   | ✓   | ✓  | ✓  | ✓   | ✓  | ✓   |

#### Part Qualification

| Code       | Title  | Usage Recommendation | Extent             | NSW |
|------------|--|----------------------|--------------------|-----|
| SG00010184 | Targeted priorities prevocational & part qualification | Current              | Deliver and assess | ✓   |

### Training and assessment support services

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 General 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
- DAPA will make all reasonable efforts to support any additional needs of students, or who experience disadvantage, and will determine further support on an individual basis.

DAPA will comply with all requirements in the Disability Standards for Education found at:

<https://www.dese.gov.au/disability-standards-education-2005> to ensure that students with a disability are able to participate in a training program on the same basis as other students.

DAPA will also consider a perspective student's requests, and the appropriate pathway to achieve the goals and abilities and direct students to the most appropriate qualification suited to the student

#### Training program duration

Duration of training programs are dependent on the training program but at a guide

HLT35021 – Certificate III in Dental Assisting is 12 months duration

Part qualification on average 3 months duration.

Estimated location of training program delivery & mode of delivery

#### *Distance Learning*

Training programs delivered by DAPA are presented and assessed in a variety of ways, recognising the different learning styles and needs of students, and requirements of the course. This is commonly referred to as a mixed mode delivery which includes online distance theory, as well as workplace practical assessment components.

The theory components are outlined by tasks, and set out by unit, or by a cluster of similar units, in which students are to complete with the support and guidance of their trainer and assessor. As student complete tasks, trainers and assessors will provide feedback on Satisfactory or Not Yet Satisfactory outcomes for each task. Students will have the opportunity to resubmit work that is Not Yet Satisfactory.

The workplace assessment components currently only apply to full qualifications and require two (2) visits to a current dental practice that a student is currently working in to observe their practical skills in the workplace.

Timeframes around completion of tasks and workplace assessments are outlined in a timetable that is sent to students when they begin their course. It is important that students work to their scheduled timetable in order to finish their course within government and DAPA specified dates for their course.

If you have any concerns about your timetable, or any of the delivery components listed above, please speak to your trainer, or the DAPA office support staff for more information on your individual circumstance.

#### *Workplace or worksite Practical Assessment (WPA)*

Once your theory assessment task components at the midway and/or final part of your training program have been

completed satisfactorily, or are almost all complete, a DAPA trainer and assessor will arrange a date to visit you at your workplace or via classroom training at our DAPA National Office to observe and assess your practical skills in action. This occurs twice throughout your course (for a full qualification) or once (for a part qualification) and are a key course component necessary for you to reach competency in the units of competency.

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.

Your performance of each task will be assessed as either Satisfactory or Not Yet Satisfactory. Should you be assessed as having completed a task Not Yet 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.

### *Practical Workplace Experience*

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

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

### *Classroom training at DAPA*

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

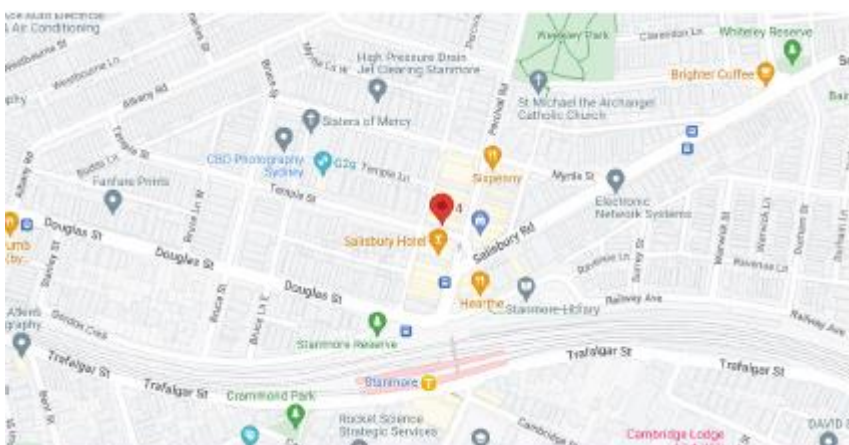
The classroom training are held on a day allocated to you by DAPA during usual business hours between 8am – 6pm at our Stanmore office, and students need to be available for a minimum of three (3) hours.

A timetable will be issued at the commencement of your training program which will give you more information on scheduled days and times for classroom training.

### *Classroom address details*

DAPA National Office

A| 4/116 Percival Rd, Stanmore, NSW, 2048



This venue is located within a 5-minute walk of Stanmore railway station.

### *Preparation for practical assessment at our National office in Stanmore*

- Students should come prepared to work in a simulated clinical dental environment, suitably attired and presented
- No open shoes, no bare midriff, or nail enhancement will be accepted
- Personal presentation will form part of the assessment
- PPE will be provided

- Equipment and instruments will be available
- Attendance at all sessions is mandatory, and may result in cancellation of the course if students fail to attend
- 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.

#### *Student Code of Conduct (classroom training)*

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.

In order to be deemed as having successfully completed an assessment, you must achieve a Satisfactory result for every question or task. For each question or task, you will be assessed as having either completed it Satisfactorily or Not Yet Satisfactorily. Any questions answered incorrectly or incompletely will be marked as Not Yet Satisfactory and will need to be re-attempted.

#### *Resubmissions*

Students have a maximum of 3 attempts, and any units which have questions marked as Not Yet Satisfactory responses after 3 attempts, will be deemed Not Competent.

DAPA will retain a copy of all student assessments for the period deemed necessary by the appropriate state or national authority.

#### *DAPAs obligations to students*

- DAPA will ensure quality training in compliance with the Standards for RTOs 2015
- DAPA will ensure compliant Nationally Accredited Certification and Statement of Attainment will be issued to students on successful completion of units of competency as per the Standards for RTOs 2015 and the [Australian Qualifications Framework](#).
- DAPA will provide details to students on both [Complaints](#) and [Appeals](#) processes
- DAPA will provide information to students on the process if training and assessment closes, or ceases to be delivered
- DAPA notifies the student of eligibility and entry requirements to the courses through brochure and flyer material.
- DAPA notifies the student that future entitlements and subsidy arrangements may be affected by enrolling in a government funded program with us.



- DAPA notifies students that there may be relevant fees to be paid, as per the fee information section, including deposits, and non-refundable terms and conditions.
- If for any reason DAPA can not fulfill their obligations, have a change of ownership, or third party arrangement they will notify students as soon as practicably.

#### Student rights and obligations

DAPA notifies students they have consumer rights and include but not limited to the statutory cooling off period DAPA also makes clear some refunds may be applicable if agreed services are not met. See [Refunds](#) for more information

#### Unique Student Identifier (USI)

As of 1 January 2015, it is compulsory for students undertaking nationally recognised training, to have a ten-digit reference number known as a USI. The USI is supported in conjunction with the [Student Identifiers Act](#).

USI account holders can access their VET outcomes online in the form of an authenticated USI VET transcript.

VET transcripts can be used:

- as a credit transfer or demonstrating pre-requisites for further training
- as a backup if the original documentation is lost and cannot be replaced
- to provide qualifications to employers and licensing bodies
- to reduce unnecessary retraining that can result from lost credentials.<sup>1</sup>

A students privacy is protected under the [Student Identifiers Act 2014](#) and the [Privacy Act 1988](#).

DAPA will assist students in regard to accessing, obtaining or verifying their USI for the completion of nationally recognised training. The support DAPA provides includes:

- Advise students on how to obtain a USI
- Where to find information, if they have already created a USI.
- DAPA can also with the strict permission of the student apply for a USI on their behalf. A permission form will need to be completed by the student, if they wish DAPA to do this, for privacy and confidentiality reasons.
- If a student does have a USI, and for any reason cannot find it, in the declaration section of the enrolment form, sign to give permission for DAPA to search for their existing USI.

DAPA will:

- keep all USI information private, and not share a student's unique identifier number with anyone, but the student
- keep the student identifier information in a secure location, for both digital and hard copy records, and will restrict access in our files and student management system from unauthorised access, loss or damage.
- Not issue a VET qualification or statement of attainment unless a student has provided their USI or an exemption.
- For more information on a USI refer to the [USI Student Flyer](#).

#### Enrolment

DAPA is required to complete the following forms with students to determine eligibility, suitability and practicability for one of our training programs

Enrolment form – DAPA needs to complete an Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliant enrolment form with each student to determine, eligibility, suitability and practicality of completing the training program applied for.

<sup>1</sup> <https://www.usi.gov.au/transcripts>

Language Literacy and Numeracy – this is a form designed to determine if there are any additional supporting needs a learner may need in reading writing or literacy in order to complete a training program with DAPA. This is completed in order to determine student needs.

Pre enrolment checklist – this is a checklist to confirm the students understanding of all the aspects needed to complete the training program prior to agreeing to undertake the training program.

Notification of Enrolment process

DAPA is required to complete a notification of enrolment process with a student who enrolls into an NSW subsidised training program through Smart and Skilled funded programs.

DAPA is required to gain a consent declaration from prospective student so the Department can use the student's information either through signing an agreement or verbally via a statement recited or made available to the student.

## Training and Assessment

All information on how to complete assessments will be made available to you in the starter pack. This includes any resources or manuals you will receive for training, access to portals, trainers and assessors, webinars, and any additional information you will need to complete your training program.

A trainer and assessor will be assigned to each student and will provide support and feedback on your answers and where necessary may suggest additional reading

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.

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.
- 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.

### 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.

#### 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 fireproof lockable filing cabinets in DAPA's head office at Stanmore. Records of student's participation and achievements are also entered into our student management system.

DAPA's student management system has limited access rights, it backed up for safety, and student details only available to certain staff. All student records are kept private and not shared with any other party than those we are required to, including:

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

A full list is in the student declaration on privacy in the enrolment form.

All student records are retained in hard copy for the required amount of time, determined by student funding contract and national and state requirements, outlined for retention at the completion of the training program. DAPA will securely destroy student records when these retention requirements have been completed.

Soft copy student data records are retained in our student management system 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.

#### 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.

DAPA have an Assessment Only RPL pathway which may be offered to those who are 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 fees for each training program are outlined in the Course Brochure or Flyer 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 - \$200.00 (inclusive of GST)

#### 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\*.

*\*'This training is subsidised by the NSW Government'*

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  | FEE        |
|---|------------|
| COURSE FEE  | \$4,500.00 |
| DEPOSIT PAYABLE UPON ENROLMENT  | \$1,000.00 |
| 3 INSTALMENTS OF \$1,000  | \$3,000.00 |
| 1 INSTALMENT OF \$500   | \$500.00   |
| TOTAL   | \$4,500.00 |
| THE COURSE FEE INCLUDES   |            |
| COURSE ADMINISTRATION FEE*  | \$300.00   |
| TOTAL NON-REFUNDABLE FEE  | \$300.00   |
| *The course fees include an administration fee and materials component, as set out above. This component of the fee structure is <b>non-refundable once enrolment has commenced</b> . All course fees, handouts and assessment materials are included in the total fee. |            |

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 Course Administration fee of \$300.00.

If a student discontinues after 21 days from course commencement, no refund of the deposit is given.

If the student discontinues after 21 days but before 90 days have elapsed and the full fee has been paid, a pro-rata refund may be given. Students are liable for full payment of the course after 90 days should they discontinue after that time.

## Deferring Students

If a student indicates that they wish to defer the training program DAPA will make every effort to assist including Offer possible solutions for Students to continue training where possible.

If this is not possible DAPA will offer the student, the option to defer their training program where it is practicable and suitable, for a maximum of 12 months.

- A suspension of training form will need to be completed by the student and if necessary, with the permission of their employer (if under a traineeship arrangement)
- Fees may apply to defer training and are determined on a case-by-case basis, and will be outlined to the student prior to suspension.
- DAPA will keep records of all deferment requests on the students file in our student management system
- DAPA will report all deferment outcomes to the relevant state departments as determined and deemed necessary under contract and operational guidelines.
- If a student defers longer than 12 months, and does not wish to continue, DAPA reserves the right to discontinue the training program for this student.

## Discontinuing or Cancelling students

If a student indicates they wish to discontinue or cancel their Training program, DAPA will complete the following process steps

Try to ascertain why a student does not wish to continue, and if it is at all related to performance of DAPA, take all reasonable steps and efforts to address the concerns of the student, to encourage them to continue their training program.

If a student decides to discontinue, DAPA will complete the following steps:

- seek to gain formal notification, signatures and the date the student decided to end their training program.
- Refund any fees as per the fee administration policy and DAPA's internal policies
- Issue a state Statement of Attainment and associated transcript for any completed Units of Competency within 30 days of notification of the discontinuance
- update the students Training Plan listing all Units of Competency with accurate outcomes and provide this to the student
- Students will be returned results of any outstanding completed Training activities and/or Assessments
- DAPA will notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuation of Training; and
- DAPA will keep a record of all notifications, outcomes, issuances, and information on discontinuing students on their file in our student management system.

## Transferring students

If a student needs to be transferred out of DAPA, the following steps will be completed:

- DAPA will provide advice to the student as soon as practicably and within 30 days of notification of formal transfer request
- Provide information to the student including the forthcoming date of termination, options available to continue their training, any statements of fees and fee information as per DAPA policy and the fee administration policy
- Provide students with a Statement of Attainment for any Units of Competency completed successfully within the training program with DAPA prior to transfer
- Students will be issued an up-to-date training plan listing all Units of Competency completed successfully prior to transfer
- Students will be returned results of any outstanding completed Training activities and/or Assessments
- DAPA will keep a record of all notifications, outcomes, issuances, and information on discontinuing students on their file in our student management system.

## Completion

When you have completed all theory assessment tasks and workplace practical assessments Satisfactorily, as well as the required hours of work, you will have completed all of the assessment requirements and be deemed Competent in each unit of competency in the training program.

At the closure of your training program,

- DAPA will issue you with a Certificate (if you successfully complete all assessment requirements).
- Students will be issued an up-to-date training plan listing all Units of Competency completed successfully prior to transfer
- DAPA will provide students with potential pathway and further training program opportunities.

## Complaints Policy

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 a student or other party (complainant) are not satisfied with the services provided by the RTO, trainers and assessors or staff, you have the right to complain to DAPA.

In the first instance, we encourage you to discuss the situation with your trainer or another 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 Consumer Protection Officer the General Manager.

DAPA asks that you lodge this complaint formally in writing, to the following contact:

E| [office@dapa.asn.au](mailto:office@dapa.asn.au)

A| PO Box 40, Westgate, NSW 2048

DAPA will acknowledge all complaints in writing and finalise as soon as practicable.

DAPA will ensure the principles of natural justice and procedural fairness are adopted at every point of the process

On receipt of a formal complaint, the General Manager will investigate the situation and present evidence and information to DAPA's Board. The General 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.

DAPA will ensure an appropriate independent party of the RTO and the complainant or appellant provides a review, if requested by the individual making the complaint, if the processes fail to resolve the complaint or appeal.

DAPA will formally in writing notify the complainant, and regularly update them, if they consider more than 60 calendar days are required to process and finalise the complaint.

DAPA will keep all records of complaints on complaints register,

Information gathered will be used to identify potential causes of complaints and as a continuous improvement strategy to eliminate or reduce likelihood of recurrence.

## Appeals Policy

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.

- In the first instance, we encourage you to discuss the situation with your trainer or another 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 Consumer Protection Officer the General Manager.
- DAPA asks that you lodge this complaint formally in writing, to the following contact:  
E| [office@dapa.asn.au](mailto:office@dapa.asn.au)  
A| PO Box 40, Westgate, NSW 2048
- DAPA will acknowledge all appeals in writing and finalise as soon as practicable.
- DAPA will ensure the principles of natural justice and procedural fairness are adopted at every point of the process



- The General Manager will review the evidence that has been supplied, including the completed assessments, where relevant, and seek the opinion of a second assessor.
- 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 the conclusion of this discussion, a final assessment judgement will be reached.
- The appellant will be informed of the outcome and agreed solution (and reasons for the outcome) of the appeal formally in writing within three weeks of it being received formally by DAPA.
- DAPA will ensure an appropriate independent party of the RTO and the appellant provides a review, if requested by the individual making the complaint, if the processes fail to resolve the appeal.
- DAPA will formally in writing notify the appellant, and regularly update them, if they consider more than 60 calendar days are required to process and finalise the complaint.
- DAPA will keep all records of complaints on complaints register.
- Information gathered will be used to identify potential causes of complaints and as a continuous improvement strategy to eliminate or reduce likelihood of recurrence.

### Consumer Protection Policy

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 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>2</sup>
- Marketing by email will meet the Legal obligations of the Spam Act 2003.

#### Consumer Protection Officer

For students undertaking training and assessment under the Smart and Skilled the following consumer protection officer information relates to you

- The General Manager will be the designated Customer Protection Officer and their contact details are listed below.
- Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- 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.
- The consumer protection strategy is available to students and can be accessed at the following link <https://www.nsw.gov.au/education-and-training/vocational/funding/policies-smart-skilled>

#### Consumer Protection Officer

Name: Calli Grace

Position: General Manager

Phone: (02) 9569 3220

Email: office@dapa.asn.au

#### 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

<sup>2</sup> As detailed in the NSW Department of Fair Trading Fact Sheet: Training Providers and Marketers

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.

Enjoy your studies with DAPA!