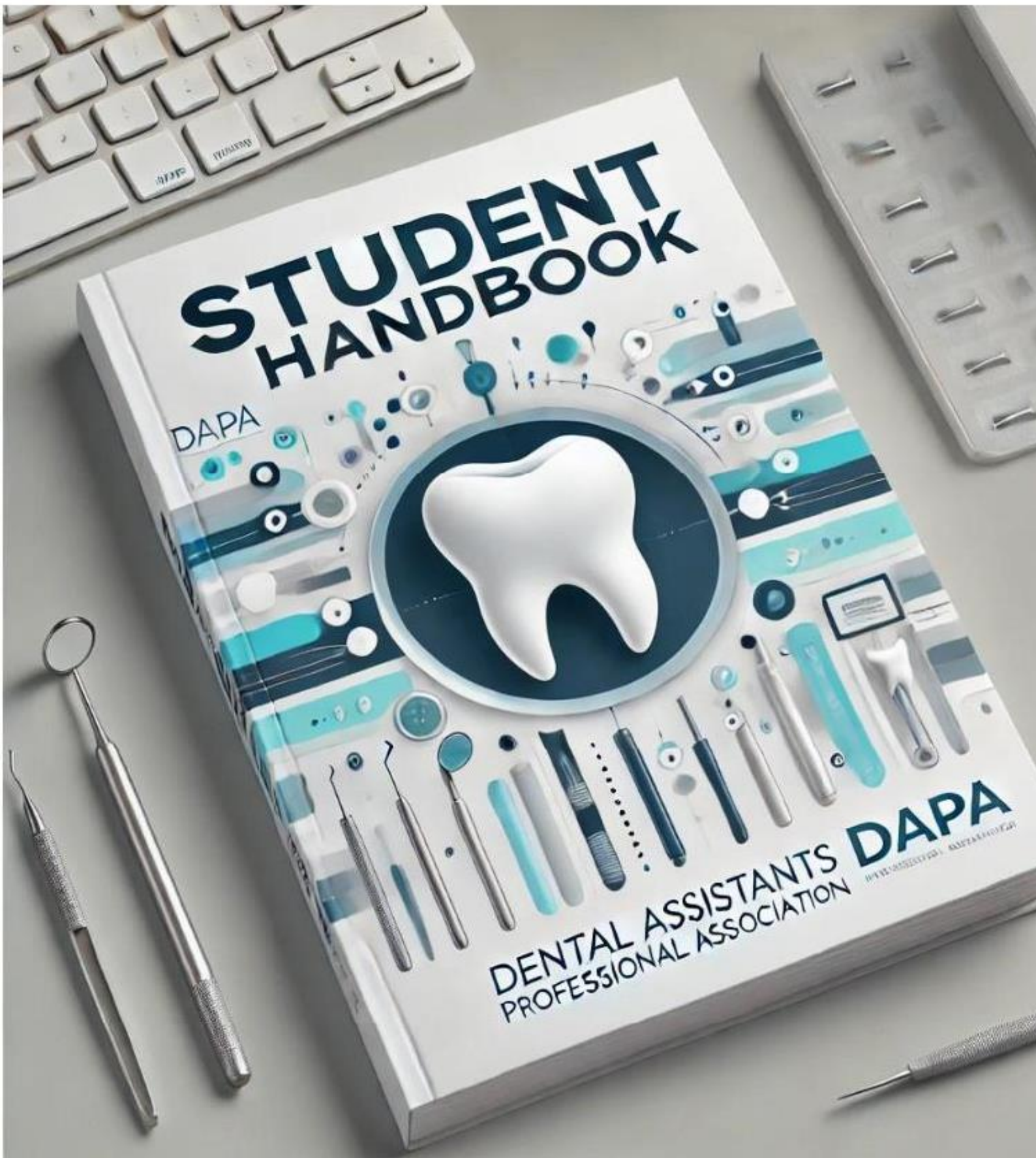


Dental Assistants Professional Association

Student Handbook



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1. About DAPA

Dental Assistants Professional Association (DAPA)

DAPA is a not-for-profit industry association representing dental assistants across Australia. DAPA provides education, advocacy, professional development, and employment assistance as a peak body. DAPA's in-house Registered Training Organisation (RTO No 90424) offers nationally accredited training, ensuring students receive recognised qualifications that meet industry standards.

DAPA Mission

Our mission is to advance the careers of dental assistants by advocating for their professional, social, economic, and educational welfare. We aim to enhance the delivery of quality dental healthcare through continuous professional development.

Vocational Education and Training

DAPA is committed to providing quality vocational education and training (VET) in compliance with ASQA standards. Our flagship course is the **HLT35021 - Certificate III in Dental Assisting**, a nationally recognised qualification designed to equip students with the skills needed for a successful career in dental assisting.

DAPA Guarantee

We guarantee:

- Industry-recognised training tailored to current professional standards.
- Practical scenarios and workplace feedback to bridge theory and real-world application.
- Support services to ensure students complete their training successfully.

However, DAPA does not guarantee:

- Automatic course completion. Students must actively engage in all training and assessments.
- Employment upon course completion, as DAPA is not an employer.

2. Welcome

Welcome to DAPA! We are delighted to have you join our training programs. Our courses are developed by experienced clinical dental assistants committed to delivering a comprehensive and enjoyable learning experience. Whether you're starting your career or advancing your skills, DAPA is here to support your journey.

This DAPA Student Handbook outlines the Terms and Conditions of your enrolment, including your rights and responsibilities and our obligations to you. It is a condition of enrolment that students carefully read the Terms and Conditions within this Handbook. Students must agree to read, understand, and accept the information upon enrolment and adhere to the Terms and Conditions.

3. Enrolment and Pre-enrolment Information

Pre-enrolment Process

Before enrolling, you will participate in an induction to discuss:

- Course details, fees, and funding options.
- Recognition of Prior Learning (RPL) and credit transfer opportunities.
- Suitability for the dental assisting profession.
- Your rights, obligations, and support services are available to you.

This process ensures you are fully informed and prepared before committing to your training program.

Unique Student Identifier (USI)

Since 1 January 2015, all students undertaking nationally recognised training must have a USI. This unique 10-digit number gives you access to your VET records and results. DAPA will help you obtain or verify your USI. Without a USI, DAPA cannot issue your qualification or statement of attainment.

Student Rights and Obligations

As a student, you have the right to:

- Fair treatment and an inclusive learning environment.
- Access to complaint and appeal processes.
- Consumer protections as outlined by relevant legislation.

Your obligations include:

- Actively participating in your training
- Adhering to DAPA's code of conduct
- Maintaining up-to-date contact information
- Have the appropriate level of computer literacy: The ability to access and use a word processing application, email, and the internet.

Considerations for Course Completion

Identifying any potential barriers that might prevent you from successfully completing your qualification is essential. It is the student's responsibility to notify DAPA of these at enrolment (or during your course) to allow adequate support to be provided throughout the course.

Important considerations include:

- Access to a computer and the internet
- An active email address that is regularly checked
- A phone where you can be reached for support as required
- Computer literacy
- Access to suitable resources—e.g., video camera—depending on the course you are studying
- Time to complete the assessment items
- Access to an appropriate workplace for practical experience

In addition, the following minimum technical IT specifications are required to successfully access course materials and fully engage as an online learner (distance education):

- Microsoft Windows 10 or later, Mac OS X or later.
- Operating system up to date.
- Internet speed ADSL2, T1/T2, cable, or NBN. Dial-up access is not suitable and should not be used.

- Latest version of one of the following browsers:
 - Google Chrome (most compatible with the DAPA LMS)
 - Mozilla Firefox.
- Adobe Acrobat Reader, Microsoft Word (for PC) / Pages (for Mac), Zip-ware to extract zip files (such as Win Zip or 7-zip)
- Computer, speakers or headphones
- Easy access to a printer and scanner

4. Training Programs

DAPA offers the following training programs:

Full Qualifications

- **HLT35021 - Certificate III in Dental Assisting:** This 12-month program provides comprehensive training in dental assisting, including theoretical knowledge and practical skills.

Part Qualifications

- Various skill sets and units contribute to broader qualifications. These programs typically last three months.

Training Program Duration and Delivery

Training is delivered through mixed-mode formats:

- **Online Theory:** Complete theory assessments with support from trainers.
- **Workplace Practical Assessments:** Assessed in your dental practice or at DAPA's Stanmore office.
- **Classroom Sessions:** Held at DAPA's National Office, with timetables provided at course commencement.

5. Training and Assessment Support Services

DAPA offers a range of support services to help you succeed:

- **Language, Literacy, and Numeracy (LLN) Support:** Available upon request.
- **Counselling Services:** Provided internally or through referrals.
- **Study support and study skills programs:** Individualised Support Plans based on students' needs
- **Study Tips:** We recommend pacing yourself, scheduling regular study sessions, and using a learning style that suits you best. Summarising materials and learning key terminology can enhance your understanding.

6. Practical Workplace Experience

Students must gain practical experience in a dental practice. For employed students, their current role will provide this experience. Assessments will be conducted during two visits by a DAPA trainer and Assessor.

Workplace or Worksite Practical Assessment (WPA)

A trainer at your workplace or DAPA's training facility will observe and assess your practical skills. These assessments are critical to achieving competency and are scheduled twice during the course.

7. Student Code of Conduct

Students are expected to:

- Attend all sessions punctually.
- Respect trainers, staff, and peers.
- Adhere to safety protocols and maintain professional behaviour at all times.

8. Academic Honesty and Plagiarism

DAPA maintains a zero-tolerance policy toward plagiarism, collusion, and contract cheating. All students must submit original work for assignments, projects, and assessments. Using someone else's work without appropriate credit or engaging in dishonest academic practices will result in disciplinary action.

Breaches of Academic Integrity:

If plagiarism or other academic dishonesty is suspected, a full investigation will be conducted. Potential consequences include:

- An official warning.
- Cancellation of enrolment for severe violations.

Students will be notified in writing and can respond to allegations before making final decisions.

9. Resubmissions

Students may resubmit assessments up to three times. After three unsuccessful attempts, the unit will be marked as "Not Competent," the student must consult their trainer for further guidance.

Credit Transfers

Credit Transfer (CT) is available when applying for your course. DAPA can accept and provide credit to students for units of competency and modules completed through a different RTO that is/are evidenced by an Academic or USI Transcript unless licensing or regulatory requirements prevent this.

Before enrollment, students will be asked if they are seeking and eligible for any potential credit transfers. If successful, the student will be eligible for exemption from undertaking specific assessments within the course.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that recognises a student for formal and non-formal training and life/work experience.

Evidence that can be used to support an application for course recognition can include:

- A detailed resume or letters from employers

- An interview with the Assessor
- Work skills, knowledge or attendance to professional development courses
- Paid or unpaid work experience

Course recognition will be granted if the student is deemed to have provided sufficient evidence of relevant prior learning or experience.

10. Fees and Refunds

Traineeship Fees

- **New Entrant Trainees:** Fees are calculated under the Smart & Skilled Fee Structure. Fee-free initiatives may apply.
- **Payment Plans:** These are available with an initial non-refundable administration fee.

Private Fee Paying Students

- Course Fee: \$4,500 (includes \$300 non-refundable administration fee).
- Payment plans are available.

Refund Policy

- Full refunds for unsuccessful enrolment applications.
- Partial refunds for early discontinuation within 21 days of course commencement.
- Pro-rata refunds for discontinuation within 90 days.
- No refunds after 90 days.

11. Deferring, Discontinuing, or Transferring Students

Deferring Students

- Students may defer their training for up to 12 months by completing the appropriate Suspension of Training Form. Fees associated with deferral will be communicated. If the student does not resume their training within the 12-month deferral period, DAPA may cancel their enrolment. Students will be informed if any course content or delivery changes occur during this time.

Suspending Training

- Students may request a temporary suspension in cases of long-term absence or inability to continue. The conditions of this suspension mirror those of deferral, with the training contract remaining active but paused. The program will be discontinued if the student does not re-engage after 12 months.

Discontinuing or Cancelling Students

- If a student wishes to discontinue their course, DAPA will attempt to address concerns before the final decision is made. In cases of discontinuation, a formal notice will be issued, and refunds or Statements of Attainment will be provided for completed units.

Transferring Students

- If transferring to another training provider, DAPA will issue a Statement of Attainment for completed units and assist with a transition plan to ensure continuity of education.

12. Completion of Training

Students will receive their qualifications upon completing all required assessments and practical tasks. DAPA will also provide information on further training opportunities.

13. Complaints and Appeals

Complaints Process

If you are dissatisfied with any aspect of your training, first discuss it with your trainer. If unresolved, a formal complaint can be lodged with DAPA's Consumer Protection Officer. All complaints are handled confidentially and with due process.

Appeals Process

If you disagree with an assessment decision, discuss it with your trainer. If unresolved, you may appeal to DAPA's General Manager, who will review the assessment with a second assessor. The final decision will be communicated in writing.

14. Consumer Protection Policy

DAPA adheres to the Competition and Consumer Act 2010 and Smart & Skilled Consumer Protection Policy. We ensure transparency in marketing, enrolment, training delivery, and assessment.

Customer Protection Strategy

DAPA is committed to ethical practices, accurate information, and clear communication. We do not guarantee employment or automatic course completion but ensure high-quality training and support.

Consumer Protection Officer

Name: Martin Thomas

Position: CEO

Phone: (02) 9569 3220

Email: office@dapa.asn.au

15. Discrimination

DAPA is committed to a discrimination-free learning environment. Discrimination is not tolerated, and any reports will be investigated thoroughly. Disciplinary action, including possible dismissal, will be taken against those found guilty of discrimination.

Enjoy your studies with DAPA! We are committed to supporting you throughout your training journey and beyond.