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Dickens Assessment & Training Services

Student Handbook

Table of Contents

.....	1
WELCOME	4
Course Information	4
STUDENT SUPPORT, STUDENT RIGHTS & RESPONSIBILITIES	5
Contacting DATS Staff	5
Rights & Responsibilities	6
Plagiarism	7
Access & Equity	7
Support is provided to those with special needs	8
Student Welfare – bias, discrimination, harassment	9
Work Health & Safety	9
Risk, Injury and Insurance	10
Drugs & Alcohol	10
PRIVACY & CONFIDENTIALITY	11
Purpose	11
Collection, use and disclosure of personal information	12
Direct marketing	14
Google, clickstream data and cookies	14
Anonymity and pseudonymity	15
Notification of collection	15
Disclosure of personal information	16
Government identifiers	16
Management of Personal Information	16
Quality of personal information	16
Access to and correction of personal information	16
Information retention and disposal	17
Information security	17
Complaints and concerns	18
ENROLMENTS	18
Recognition of Prior Learning (RPL)	18
Language, Literacy & Numeracy (LLN) digital	19
Unique Student Identifier	19
What is a Unique Student Identifier (USI)?	19
Participant Name Changes	20
Change of Enrolment	20
Job Seeker/Employee Non-attendance	20
FEES, CHARGES & REFUNDS (excluding RPL)	21
Invoicing	21
Fee for service	21
Cancellations, Course Changes & Refunds	21
Fees under User Choice	22
Invoicing of Student Contribution Fees	23
Applying for a Refund-Fee for Service	24
QUALIFICATION ISSUANCE	24
Mutual Recognition	24
Re-issuing Qualifications	24
Re-Assessment conditions	25

COMPLAINTS & APPEALS	25
Complaints Policy	25
Appealing a Decision	27
General appeals	28
Assessment appeals	28
External Appeals	28
FEEDBACK.....	29
LEGISLATION	30

WELCOME

Dickens Assessment and Training Services (DATS) is a privately owned Registered Training Organisation (RTO), providing quality training and assessments for individual students, industry and the vocational education and training (VET) sector. DATS was established in 2007.

We specialise in onsite and site-specific training and assessments and cover Verification of Competency in all courses offered. Our services cover all areas of Queensland and NSW. There are restricted services to WA and NT. DATS also has training facilities at Pinkenba (QLD), Coffs Harbour (NSW) and Macquarie Park (Sydney, NSW). DATS has access to plant & equipment to support the training programs.

The successful completion of one of our accredited training courses will provide a nationally recognised statement that has equal worth in all states and territories (individual licensing authorities set different requirements for their own states/territories).

For further information please contact us:

Brisbane

52 Savage Street, Pinkenba QLD 4008
PO Box 235, Hamilton Central QLD 4007
P: 07 3868 3486
E: admin@datsservices.com.au

Coffs Harbour

1/7 Elswick Place, Coffs Harbour NSW 2450
P: 02 6652 9946
E: coffs@datsservices.com.au

Sydney

Suite 7, Level 2
56 Delhi Road, Macquarie Park NSW 2113
P: 02 8922 7510
E: sydney@datsservices.com.au

Course Information

This Student Handbook contains general information regarding the services we provide. Our website has a comprehensive range of information that will help you; the student make an informed decision concerning the training we provide. Course specific information is located under the 'Courses' tab.

The course information sheet can be downloaded from our website or can be obtained from our Administration staff.

STUDENT SUPPORT, STUDENT RIGHTS & RESPONSIBILITIES

Support

Dickens Assessment and Training Services ensures that all students are given support while studying with Dickens Assessment and Training Services. This support includes both academic support and personal support.

As part of DATS' commitment to supporting its students, all individuals enrolled in a qualification that requires workplace training will be informed at the commencement of their program about the frequency of trainer visits. These visits will be conducted to monitor progress, as well as to deliver training and/or assessments. Additionally, students will receive email updates regarding their progress each time they successfully complete a unit within the qualification.

While all staff at Dickens Assessment and Training Services are responsible for providing support to students, trainers play a key role in overseeing and ensuring the well-being of students throughout their learning journey.

In addition, Dickens Assessment and Training Services shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access DATS Staff at info@datsservices.com.au and an appointment will be organised as soon as practical.

Where it is identified that students are having learning difficulties, Dickens Assessment and Training Services will provide additional support to the students in the form of additional learning time, additional reading material, one-on-one training with the trainer where possible, and more support from their workplace supervisor.

If further assistance is required, Students will be referred to specialist external support agencies.

If students are having emotional or psychological issues during the course, Dickens Assessment and Training Services will provide referrals to appropriate agencies.

Students may choose to seek support immediately by contacting:

English Language Support – GEOS Queensland College of English Gold Coast	07 5531 6788
English Language Support – Australian International College of Language	07 5531 1990
Adult Learning Australia	03 9689 8623
Interpreting services	13 14 50
Alcohol and drug information services (24hr counselling and information)	1800 177 833
Lifeline	13 11 14
Salvation Army	1300 363 622

DATS will monitor the effectiveness of its student support services annually.

Contacting DATS Staff

If you require assistance with your studies or have a general course enquiry, please contact your local branch to be directed to the relevant DATS staff member.

Rights & Responsibilities

The adult learning environment within Dickens Assessment and Training Services encourages and supports the participation of people from diverse backgrounds. Dickens Assessment and Training Services' aim is for each student to have an equal opportunity to learn in a supportive environment. If English is your second language, you may engage a professional and independent translator at your cost, for training purposes only. However, you will be **required to undertake the assessment in English without the aid of your translator.**

Students' Rights

Dickens Assessment and Training Services recognise that students have the right to:

- Expect the RTO to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the RTO's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect the RTO to be ethical and open in their dealings, their communications and their advertising;
- Expect the RTO to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of student records in accordance with the RTO's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment including Unique Student Identifier, and to advise the RTO of any personal information changes, including to their address or phone numbers within seven days;

- Paying of all fees and charges associated with their course;
- Abiding by any dress code stipulated by Dickens Assessment and Training Services, including the prohibition of wearing thongs to class.
- Switching their mobile phone off during class time.
- Not swear
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the Branch Manager;
- Use personal protective equipment where required and follow all WHS instructions.
- Respecting the RTO's property by not littering, cause damage, steal, modify or misuse Dickens Assessment and Training Services property or training venue property.
- Observe policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.

Plagiarism

Dickens Assessment and Training Services regards plagiarism and cheating as serious offences. Students using answers or work other than their own will not be granted competency and may face disciplinary action.

Access & Equity

We work to make sure that everyone is treated fairly and feels welcome at DATS. We believe that all participants should be supported and encouraged in accordance with our access and equity guidelines, irrespective of age, gender, culture, disability, background, financial disadvantage or physical appearance.

The following principles are applied by Dickens Assessment and Training Services in the development and implementation of all Training and Assessment strategies.

To ensure that the student recruitment and admission process is bias-free and non-discriminatory, Dickens Assessment and Training Services:

- uses the same recruitment and admission process for all applicants
- bases admission to courses and units solely on availability of places and the applicant satisfying course entry requirements
- provides applicants with adequate information and support to enable them to select the most suitable program for their needs.

To ensure that the learning environment is free from harassment, discrimination and victimisation, Dickens Assessment and Training Services:

- specifies standards of behaviour expected from students and staff
- has policies and procedures in place for preventing harassment and discrimination

To ensure that all curricula developed by Dickens Assessment and Training Services are inclusive of a range of student needs, Dickens Assessment and Training Services:

- considers issues relating to access and equity when specifying course entry requirements and prerequisites
- offers flexible course design that provides multiple entry and exit points or pathways through the course, including credit transfer and recognition of prior learning
- considers the requirements of students with a disability when designing courses.
- provides inclusive and non-discriminatory learning materials
- in the case of vocational courses, language, literacy and numeracy requirements are consistent with the vocational level of the qualification
- provides students without online access with information through other media according to needs.

Dickens Assessment and Training Services provides an assessment process that is fair, valid, reliable and consistent through:

- recognition of previously acquired skills and knowledge
- adequate information on course and subject assessment, prior to enrollment in the course
- adapting assessment to meet student needs while still maintaining a high quality, valid and consistent process
- giving students the right to appeal an assessment or recognition decision
- giving all students an equal opportunity to demonstrate competence.

Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use Dickens Assessment and Training Services' student complaints and appeals procedures. Dickens Assessment and Training Services will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures.

Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance in an assessment event has been affected by the incident.

Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

Support is provided to those with special needs

If a person with a disability meets essential entry requirements, we shall make changes or "reasonable adjustments" necessary for that person to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty. Reasonable adjustment may include but is not restricted to:

- educational support
- alternative assessment methods

Where Dickens Assessment and Training Services provides training and assessment at other venues, Dickens Assessment and Training Services will ensure to the best of its ability that venues are accessible to people with a disability.

Student Welfare – bias, discrimination, harassment

We operate without bias, discrimination or harassment, and expect the same from all participants in our courses.

Discrimination is treating someone unfairly because they belong to a particular group of people. It is unlawful to discriminate on race, (including colour, nationality and ethnic, or national origin), religion, sex (including sexual harassment), age, marital status, pregnancy, physical and intellectual impairment, or sexuality, in accordance with the Anti-Discrimination Act 1977 (NSW) or Anti-Discrimination Act 1991 (QLD) and all Commonwealth Acts specific to discrimination on the grounds of Age, Sex, Disability and Race.

Harassment is any form of behaviour that is not wanted and not asked for and that:

- Humiliates and / or intimidates someone
- Is generally intended to cause offence.

We will not behave in ways that are unwelcome, demeaning, unreciprocated and/or offensive to an individual or group of people, and we require the same from the student.

All reports of harassment provided by students will be investigated and properly resolved.

Work Health & Safety

Dickens Assessment and Training Services strives, through a process of continuous improvement to fully integrate health and safety into all facets of its operations and activities. Dickens Assessment and Training Services promotes a proactive health and safety management philosophy based on effective communication and consultation, the systematic identification, assessment and control of hazards and the encouragement of continuous improvement and innovation.

Providing and maintaining a healthy and safe work environment is a leadership responsibility. Ongoing support of Dickens Assessment and Training Services Health and Safety program is the responsibility of everyone.

Dickens Assessment and Training Services has in place policies and procedures to ensure that staff, Students, visitors and guests are provided with a safe environment in accordance with the Work Health & Safety Act 2011 and Work Health & Safety and Other Legislation Amendments (ACT) 2014 or its successor.

Dickens Assessment and Training Services believes that all accidents are preventable and seeks to ensure a safe environment for all students and staff. Consequently, the Trainer will explain the WHS requirements of the training location during class orientation. For some locations, Students may be required to wear personal protective equipment.

If a Student is involved in any accidents, they have a responsibility to report the details to the Workplace Supervisor or Trainer as soon as possible. Also, the Student has the responsibility to report any hazards or safety risks that they identify during their training. WHS safety training will involve the identification and reporting process for potential hazards.

In the event of an emergency it may be necessary for Students and Staff to evacuate the training venue or workplace. If an evacuation is required Students must follow their workplace supervisors or trainer's instructions and re-locate to the nominated assembly area.

Risk, Injury and Insurance

Students should be aware that some training might involve risk. For example: operation of plant within a civil construction course. Dickens Assessment and Training Services advises Students that they will receive training in the safe use of such equipment. The Student will then be responsible to apply safe work methods and accept that there is some risk involved in the use of such plant and equipment.

Should injury occur, Dickens Assessment and Training Services will apply immediate first aid, assess the need for further medical treatment, and/or advise the next of kin. Dickens Assessment and Training Services will not be liable for the costs of medical treatment incurred as a result of an injury whilst participating in training.

For any injury treated by a medical facility, it is important to stress that the injury is NOT a Workers Compensation injury, and that the individual should be treated as a public patient or use their own Private Insurance.

Drugs & Alcohol

DATS has a very strict policy in regard to drugs and alcohol. All employees, students, trainer/assessors, contractors, visitors, clients and customers must comply with this alcohol and drugs policy when in a workplace. All employees, students, trainer/assessors, contractors, visitors, clients and customers must not exceed the blood alcohol content limit set by the company* when on or in company workplaces. Random alcohol screening may be carried out to enforce this policy, as will testing of any person reasonably suspected to be affected in any way by alcohol use, and offenders subject to immediate appropriate disciplinary action. All employees, students, trainer/assessors, contractors, visitors, clients and customers must advise their supervisor/trainer/assessor if they are using any medication, and whether taking (or failing to take) the medication is likely to affect their safety or the safety of others at the workplace.

The consumption of alcohol while at work is not permitted, except for authorised work functions when consumption of alcohol is sanctioned by senior management of the company, who will ensure that adequate supplies of low alcohol and non-alcoholic beverages (including water) are available. All persons attending such functions are expected to consume any alcohol in a responsible and socially acceptable manner.

Any use of illicit drugs will be considered as rendering a person unfit for work. Random drugs screening and/or testing may be carried out of any person reasonably suspected to be adversely affected in any way by drug use to enforce this policy, and offenders subject to immediate appropriate disciplinary action. Possession or trafficking of illicit drugs will result in immediate dismissal and removal from company workplaces.

Trainers are to monitor students. Students are not to drive or be assessed on any machinery while under the influence of drugs and/or alcohol *.

The training/assessment will be stopped immediately, if the Trainer member becomes aware of, or suspects that the client is under the influence of drugs and/or alcohol.

The Trainer/Assessor to give a short counselling session on alcohol and the associated safety hazards of drugs and/or alcohol mixed with driving machinery.

Students will be advised that they must re-schedule their practical training/assessment to an alternative date. The student may continue with theory training/assessment at the Trainer/Assessor's discretion.

The student has the option of undertaking an alcohol breath test, to allow him/her to continue with the assessment, if a breath analyser is available at the time. Failure to undertake a breath test will mean that under no circumstances will the practical training/assessment be restarted.

All the above steps are to be conducted by the trainer with the utmost courtesy, diplomacy, and politeness. The client must be made fully aware of and understand that there are safety hazards involved in consuming drugs and/or alcohol and driving machinery. An integral part of this policy is about focusing on the long-term welfare of the client, and their perceived role as a good and responsible person in the workplace.

*** (The prescriptive limits for being under the influence of alcohol is 0.02)**

PRIVACY & CONFIDENTIALITY

Purpose

Dickens Assessment and Training Services, ABN 29 127 641 758, is a privately owned registered training organisation and is responsible for providing training and assessment within the Vocational Education and Training (VET). Dickens Assessment and Training Services complies with the Privacy Act 1988 (Cth) and manages personal information in accordance with the new Australian Privacy Principles outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Dickens Assessment and Training Services complies with the Privacy Act 1988 (Commonwealth). This policy describes how Dickens Assessment and Training Services collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- *Personal information*: information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - (a) whether the information or opinion is true or not; and
 - (b) whether the information or opinion is recorded in a material form or not.”
- *Sensitive information*:
 - (a) information or an opinion about an individual's:
 - (i) racial or ethnic origin, or
 - (ii) political opinions, or
 - (iii) membership of a political association, or
 - (iv) religious beliefs or affiliations, or
 - (v) philosophical beliefs, or

- (vi) membership of a professional or trade association, or
- (vii) membership of a trade union, or
- (viii) sexual preferences or practices, or
- (ix) criminal record, that is also personal information; or
- (b) health information about an individual; or
- (c) genetic information about an individual that is not otherwise health information; or
- (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or
- (e) biometric templates.

Collection, use and disclosure of personal information

Under the Data Provision Requirements 2012, Dickens Assessment and Training Services is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Dickens Assessment and Training Services for statistical, regulatory and research purposes. Dickens Assessment and Training Services may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Authority

Dickens Assessment and Training Services operates within the Standards for RTO's 2015 and therefore is required to record and report AVETMISS data for all Students under the National VET Provider Collection Data Requirements Policy.

Under the authority of Ministers responsible for Education and Training, and the registration requirements legislated for Registered Training Organisations under the National VET Regulator. Dickens Assessment and Training Services collects, manages, analyses, evaluates and communicates research and statistics about VET.

Collection and use

Dickens Assessment and Training Services collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its functions and activities. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act. In broad terms the kinds of personal information and purposes for which it is collected are:

Solicited information:

- Contact information such as name, organisation, position, address, telephone, and email are collected for marketing, help-desk services (where needed), servicing data requests, managing funding grants, and for communicating with stakeholders and suppliers as part of day to day business.
- Names, addresses, phone numbers, emergency contact details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

Collection methods:

- *National VET data collections* - including the VET provider and financial collections and the apprentice and trainee collection. The data elements collected are prescribed by the AVETMIS Standard. The information is collected directly by registered training providers and apprenticeship centres and is then submitted to Dickens Assessment and Training Services for managing, analysing, evaluating, and reporting.
- *Student Enrolment Forms* - The data elements collected are prescribed by the AVETMIS Standard. The information is collected directly by Dickens Assessment and Training Services and is reported to the National Centre for Vocational Education Research (NCVER) annually.
- *National VET surveys* - Including the Student Outcomes Survey, the Survey of Employer Use and Views of the VET System. Data are collected via questionnaire endorsed by Dickens Assessment and Training Services' stakeholders.
- *Data requests* - Personal contact information is collected directly from individuals who make data requests either by telephone or email.
- *Help-desk* - Personal contact information is collected directly from individuals who request assistance with AVETMISS data submissions, including the AVETMISS Validation Software or who enquires about Dickens Assessment and Training Services business.
- *Research* - Dickens Assessment and Training Services' research component encompasses the management of funding applications. Dickens Assessment and Training Services' own research:
 - Funding applications: Personal information is collected directly from enrolment/completions.
- *Marketing* - Personal information is collected directly from individuals via enrolment forms for marketing material; and from stakeholders for day-to-day business and information dissemination.
- *Dickens Assessment and Training Services staff* - Personal information is collected from individuals on employment commencement.

Sensitive information:

Personal information collected by Dickens Assessment and Training Services that may be regarded as 'sensitive' under the Privacy Act includes:

- 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
- 'Dietary requirements' (health-related) are collected for event catering purposes only.
- Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association' are obtained from key note speakers for event marketing purposes.
- 'Memberships of professional associations' and 'health and work injury information' is collected from Dickens Assessment and Training Services employees for HR management purposes.

Direct marketing

Dickens Assessment and Training Services respects an individual's right not to receive marketing material and provides an option within communications and on its website for individuals to unsubscribe from receiving marketing material. Dickens Assessment and Training Services conducts its marketing communications and dissemination of research and statistics in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006. It is not, however, Dickens Assessment and Training Services' practice to 'cold call' for the purpose of marketing its products and services.

Google, clickstream data and cookies

- Dickens Assessment and Training Services uses Google for improving AVETMISS Validation Software, research, Google is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States where they are used to compile web-use reports. Google may transfer this information to third parties, where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found at: <https://www.google.com.au/intl/en/policies/privacy/>. It is possible to disable cookies by adjusting web-browser setting and to opt-out of Google (<https://tools.google.com/dlpage/gaoptout>). Doing so, however, may affect web-site functionality.
- The web servers for the AVETMISS Validation Software, research websites automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used for website management and improvement.

Unsolicited personal information:

If Dickens Assessment and Training Services should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles if found to be related to one of its collections, otherwise it will be destroyed or de-identified if lawful to do so.

Anonymity and pseudonymity

As far as practicable, Dickens Assessment and Training Services aims to offer individuals the options of anonymity and pseudonymity when collecting personal information.

It is possible to offer pseudonymity for marketing subscriptions and other online forms such as feedback, general contact queries, library reference queries and requests, webinars, and one-off surveys.

Anonymity of individuals can be offered for general telephone enquiries about Dickens Assessment and Training Services business or general help-desk assistance.

It is not practicable for Dickens Assessment and Training Services to offer the option of anonymity or pseudonymity for the following activities:

- Collection of data for the national VET data collections and national VET surveys; however, the data is de-identified for all other data administration, analysis, and reporting activities.
- Providing data for data requests as this involves sending the data to the requester and invoicing for the data provided.
- Resolving a help-desk query which requires investigation or assistance from Dickens Assessment and Training Services' IT department, or requires information to be sent to the requester, or requires online assistance in the use of AVETMISS Validation software (AVS).
- Research requiring communication with specific individuals.
- Registration for research forums, conferences and other events where fees and payments are required.
- Document delivery requests as copyright law requires a record of the requester.
- HR management.

Notification of collection

Dickens Assessment and Training Services aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter.

Notifications are usually in writing but may be verbal for telephone help-desk services, or research conducted by telephone interview.

- *VET data collections* – notification is given by registered training providers and apprenticeship centre's at the time of Student enrolment. This policy indicates that Dickens Assessment and Training Services is a recipient of the data collected by these entities.
- *National VET surveys* – notification is provided in the letter of invitation to participate in the surveys and at the time of collecting the information.
- *Help-desk* – notification is provided verbally by telephone when names and contact details are recorded in providing assistance.
- *Research and consultancy* – Notification is provided ahead of conducting research interviews or at the time of inviting individuals to participate in a survey. Where children are involved in the research, a Police check and children's privacy consent declaration is obtained.
- *Management of funding applications* – Notification is provided when: applicants apply for funding, reviewers are invited to be part of the editorial board, and when respondents are invited to participate in a survey.
- *Dickens Assessment and Training Services Staff* – Notification is provided on employment commencement

Disclosure of personal information

Dickens Assessment and Training Services does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.

Dickens Assessment and Training Services may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances Dickens Assessment and Training Services will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

Dickens Assessment and Training Services does not sell its mailing lists to third-parties for marketing purposes.

Dickens Assessment and Training Services does not disclose personal information to overseas recipients

Government identifiers

Dickens Assessment and Training Services does not adopt or disclose a government related identifier of an individual as its own identifier, unless Dickens Assessment and Training Services is authorised by law and prescribed by regulations to do so.

Dickens Assessment and Training Services may use a government related identifier to identify an individual in relation to Dickens Assessment and Training Services' business activities; for example requiring an ABN number for the purpose of contracting services to suppliers and researchers, or asking for a registered training organisation number for verifying a caller's credentials before providing assistance with the AVETMISS Validation Software (AVS) include USI, or requiring staff tax file numbers for payroll and tax purposes.

Management of Personal Information

Quality of personal information

Dickens Assessment and Training Services endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. Dickens Assessment and Training Services routinely updates the information held in its customer relationship management system. In addition to periodically checking with stakeholders if their personal contact details have changed.

Access to and correction of personal information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by Dickens Assessment and Training Services.

Dickens Assessment and Training Services does not charge for giving access to or for correcting personal information.

Requests for access to or correction of personal information should be made in writing and addressed to the Compliance Officer at info@dat-services.com.au. Requests will be answered within 14 business days.

Information retention and disposal

Personal information is held in electronic and paper format:

- Information collected for the national collections and national surveys is held in databases.
- Names and contact details of stakeholders are held in a customer relationship management system and email contact lists.
- Names and contact details collected during a research project may be held either in electronic form in Dickens Assessment and Training Services' document management system or in paper documents which are locked in cupboards and filing cabinets.
- Names and contact details collected for data and help-desk requests are held in electronic form in Dickens Assessment and Training Services' document management system.
- In accordance with copyright requirements, a paper copy is kept of all document delivery requests. These are held in locked cupboards.
- Names and contact details collected for event registrations and webinars are held in the databases of third-party web service providers within Australia.
- Personal staff information is held in a secure cabinet within the Head Office.
- Backup copies of all electronic files held in Dickens Assessment and Training Services' systems are kept in the event of system failure/loss. All backup copies of system files are secured.
- Student records are kept in a secure student management system for 30 years.

Dickens Assessment and Training Services retains personal information for as long as it is required for its business activities and functions, and for as long as we are legally required to retain the information or are required by or under a court/tribunal order to retain the information.

When personal information is no longer necessary for Dickens Assessment and Training Services' business functions, and it is lawful to do so, Dickens Assessment and Training Services destroys or takes reasonable steps to de-identify the information.

Information security

Dickens Assessment and Training Services takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- Dickens Assessment and Training Services' systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Layer protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged. Individuals, who do not wish to provide their personal information via the online website forms have the option of mailing this information to Dickens Assessment and Training Services.
- Access to databases is protected through user log-on and password, and assignment of user access rights.
- All entities submitting data to Dickens Assessment and Training Services for the national data collections must be registered and have a unique log-on and password.
- Names and addresses of individuals are removed before fieldwork contractors submit data to Dickens Assessment and Training Services for the national surveys.
- Third-party providers used by Dickens Assessment and Training Services for surveys fieldwork, event management, and webinar hosting services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- Dickens Assessment and Training Services' premises is fully secured. Paper documents containing names and addresses are required to be locked away and shredded in confidential bins when destroyed.

Complaints and concerns

Complaints or concerns about Dickens Assessment and Training Services' management of personal information should be directed in writing to Dickens Assessment and Training Services' Compliance Officer at info@dat-services.com.au. Dickens Assessment and Training Services will respond in writing within 14 business days.

ENROLMENTS

Our staff manually process enrolments within 2-3 business days. A notice of enrolment will be emailed or posted to the Student communicating all necessary information including course and dates chosen, training times and venues.

Invoices are raised upon enrolment and will be sent along with the notice of enrolment unless an employer or job service provider has arranged the booking, in which case the invoice will be sent to them (they will be sent the invoice directly).

Recognition of Prior Learning (RPL)

Dickens Assessment and Training Services has a comprehensive set of policies and procedures relating to assessment, recognition of prior learning, recognition of previous training, and credit transfer.

RPL - Stand-alone Units

The specific requirements of Dickens Assessment and Training Services' current scope of registration are that all RPL applicants must undertake the full challenge test required of course members. An assessment provides the evidence for a judgement that the Student is or is not competent in all respects of the competency. Dickens Assessment and Training Services ensures that a sufficient and appropriate, high quality evidence is collected upon which to base an accurate and effective judgement.

RPL - Qualifications

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all units of the qualification you can be recognised for. The assessor will assist the Student with self-assessment/RPL Kit. Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you. Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any construction industry shops or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goals to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces, so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skills level.
5. Collect any certificates from in-house training or formal training you have done in the past.

6. You can speak with your training organisation about other ways you can show your skills in the construction industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

Language, Literacy & Numeracy (LLN) digital

Students must complete a basic Learning, Literacy & Numeracy (LLN) assessment prior to commencement of the training program. Often DATS staff contact on-line applicants of stand-alone courses to ensure that they can converse in English. Where enrolment happens on-site on the day of training, the trainer will assess the LLN test that students complete on the enrolment form, and determine for each student whether they can complete the training, or whether they will require support.

Dickens Assessment and Training Services recognises that some students will require learning techniques, resources and assessment strategies to be adjusted to suit their individual needs. If the Student experiences any difficulties with the level of literacy and/or numeracy skills required by the training, they should raise the issue with their trainer as soon as possible to allow for specific adjustments to their training plan to be implemented.

All trainers/assessors are required to be flexible and innovative in line with our company policies when delivering training & assessment practices to ensure individual learning requirements and needs are addressed.

All courses require an adequate level of English language and/or literacy. Students should be aware that if they cannot speak or understand English sufficiently, their enrolment may not be accepted.

Any students who do not meet LLN requirements and therefore unable to commence training with DATS will be directed to external support agencies which can support them in this area.

Please note Dickens Assessment and Training Services only carries out assessments for all courses, including White Card, in English.

Unique Student Identifier

What is a Unique Student Identifier (USI)?

All students studying nationally recognised Training in Australia from 1 January 2015, are required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI allows our students online access to their Training records and results (transcript) through their online USI account.

A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification.

The USI is available online and at no cost to our students.

This USI will stay with our students for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.

Our students can access their USI accounts online from computers, tablets or their smart phones anytime.

Students can obtain a USI using the above link and is to be provided at enrolment, or we can create a USI on behalf of our students, with the student's permission.

The USI will link with the new VET data collection and reporting requirements. The USI is now a mandatory data field for reporting nationally recognised training. The USI is a requirement under Commonwealth legislation and conditions of registration for Training organisations.

Dickens Assessment and Training Services must have a valid USI for our students before we issue a student with a qualification or statement of attainment. This applies to:

- New students
- Pre-enrolled students
- Continuing students
- School students completing nationally recognised training

Participant Name Changes

Dickens Assessment and Training Services understands that because of the dynamics of the business and work environments, work roles sometimes change, and an organisation might want to change the staff member who is participating in a Dickens Assessment and Training Services course after their staff member has submitted an enrolment. A written request to Dickens Assessment and Training Services identifying a change in the name of the participant being enrolled is permitted without any additional fees being incurred, only if the request is made before the commencement of training. Additionally, a completed Enrolment Form from the replacement participant will need to be submitted, ideally at the time the substitution is requested.

Change of Enrolment

Dickens Assessment and Training Services understands that because of changing work obligations, health problems, and other reasons, Students sometimes need to make changes to their planned course date. If a Student wishes to change their course date, then they need to notify Dickens Assessment and Training Services more than 7 days prior to course commencement to avoid incurring a fee.

If a student wishes to change their planned course date less than 3 days prior to course commencement, they will incur a course change fee of \$50.00.

Job Seeker/Employee Non-attendance

In the event that a Job Seeker or Employee who has enrolled into a Dickens Assessment and Training Services course under the guidance of a Job Service Provider (JSA) or Employer/Company fails to attend their scheduled class, full course fees will apply as per the RTO's *Fees, Charges & Refunds Policy*.

In the event that the JSA Case Worker or Employer fails to inform Dickens Assessment and Training Services of their client's/employee's inability to attend their scheduled class within the 7-day notice period, full course fees will apply as per the RTO's *Fees, Charges & Refunds Policy*.

Dickens Assessment and Training Services will endeavour to inform the assigned JSA Case Worker or Employer of their client's/employee's non-attendance and arrange for their client to enrol in the next available course. (Additional fees may apply).

FEES, CHARGES & REFUNDS (excluding RPL)

Invoicing

Students are required to finalise payment prior to course commencement.

Dickens Assessment and Training Services recognises that for some participants, someone else will be paying their invoice, e.g.: government departments and their agencies, businesses and other organisations. Dickens Assessment and Training Services is happy to invoice participant fees to such organisations. An authorised representative of this organisation will be required to lodge a completed Booking Form and agree to the Dickens Assessment and Training Services payment terms and conditions unless an alternate arrangement is in place.

Fee for service

All enrolments are considered tentative until full payment has been received. Course fees that exceed \$1000 require a deposit of \$1000 to confirm the enrolment, with the remaining balance due upon commencement of training. If the total fee is more than \$1500, this will be paid in instalments such that no more than \$1500 is held in prepaid fees at any given time. Payment methods include cash, credit card, BPAY, cheque, money order or direct deposit. Pricing for publicly scheduled courses is specified on each course flyer. In the event of a course being cancelled by Dickens Assessment and Training Services, fees are guaranteed, and Students will be offered a place in the next available course.

Cancellations, Course Changes & Refunds

Dickens Assessment and Training Services reserves the right to cancel or change the date and/or time of a scheduled course at any time.

In the event of a course being cancelled by Dickens Assessment and Training Services, fees are guaranteed, and Students will be offered a place in the next available course.

Refunds for courses are only available if the Student notifies Dickens Assessment and Training Services of their withdrawal at least seven (7) days prior to the commencement of the course. Please refer to the Fees, Charges and Refunds section of this booklet.

An administration fee of \$25 will apply for all fee for service refunds.

If Dickens Assessment and Training Services fails to deliver the course or otherwise fails to provide the services agreed to, a full refund will be paid to the student within 14 days of the default by Dickens Assessment and Training Services.

Refunds for courses are only available if the Student or their Employer notifies Dickens Assessment and Training Services of their withdrawal at least seven (7) days prior to the commencement of the course. Refunds are made to the student, organisation or third party who originally paid the course fee.

A refund of all or part of the Dickens Assessment and Training Services fee may be given in the following exceptional circumstances:

- The Student/Employer overpaid the course fee.
- The Student enrolled in a course that has been cancelled by Dickens Assessment and Training Services
- The Student has endured extended hospitalisation or illness supported by a medical certificate.
- The Student has contracted COVID. A refund will only be provided if supported by medical certificate/test results. A transfer date can be arranged. Any student who is unwell, or who is required to self-isolate, must not attend class or must be sent home.
- Pregnancy/child birth of the Student or their spouse (other than in cases of medical complication covered by the above).
- The RTO Administration Officer believes the Student would be unreasonably disadvantaged if they were not granted a refund, for example, if the Student met with a **serious** misadventure and were unable to continue their enrolment.
- Dickens Assessment and Training Services is to cease trading or fails to deliver the agreed services.

Circumstances not usually regarded as grounds for a refund include job change, change in work hours, moving interstate, redundancy/retraining, inconvenience of travel to campus.

A refund will not be paid:

- If materials, equipment or resources received remain the property of the student.
- If the Student does not attend or does not give adequate prior notification that they cannot attend a course.
- If the Student has insufficient ID (if applicable to the course being undertaken, e.g. High Risk Work Licence).
- If the Student has actively participated in a course (see below).

Active participation is:

- Submitting assessments
- Attending theory or practical sessions
- Attending exams or tests

Re-issue of a testamur is \$55 (including GST).

Re-issue of a Card is \$33 (including GST).

If Dickens Assessment and Training Services fails to deliver the course or otherwise fails to provide the services agreed to, a full refund will be paid to the student within 14 days of the default by Dickens Assessment and Training Services.

Fees under User Choice

Fees and charges paid will depend on the student's eligibility for funding through the User Choice Program in Queensland.

Additional government charges may apply to courses which encompass Licencing requirements.

Under the User Choice program, Dickens Assessment and Training Services are required to collect Student Contribution Fees from the apprentice/trainee as a participant's contribution towards training. The Student Contribution Fees are charged at the rate of \$1.60 per nominal hour and renewed yearly (and any increase is often implemented from 1 January each year). Payment is based on the funded hours as supplied by your State Training Authority. There are some categories

for exemption of these fees. If you fall into any of the exemption categories listed below, please advise us immediately.

Categories for exemption of the Student Contribution Fees:

DATS can apply a partial exemption and must charge 40 percent of the fee for the following categories:

- The Student was or will be under 17 at the end of February in the year in which the Supplier provides training, and the participant has not completed year 12;
- The Student holds a health care card or pensioner card issued under Commonwealth Law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on that card;
- The Student holds an official form under Commonwealth law that the participant, his or her partner or the person of whom the participant is dependent, is entitled to concessions under a health care card or pensioner concession card; or
- The Student is an Aboriginal or Torres Strait Islander person.

DATS can apply a full exemption for the following categories:

- The payment of the Student contribution fee would cause the Student extreme financial hardship. The exemption process would need to be in place at the time of enrolment.
- The apprentice/trainee is a school based apprentice or trainee.
- A student is undertaking a Work Skills Traineeship
- an apprentice/trainee commences an apprenticeship or traineeship (post 1 January 2014) in a high priority qualification within 12 months of completing Year 12. This exemption includes all apprentice/trainees who have graduated Year 12 and have converted to either a full-time or part-time apprenticeship/traineeship within a high priority qualification. These apprentice/trainees will retain entitlement to the 100% co-contribution fee exempt.
- A school-based apprentice/trainee who has graduated Year 12 and has converted to either a full-time or part-time apprenticeship/traineeship in a high priority qualification.
- Where credit transfer/national recognition has been applied to a Unit of Competency/Module.
- Where transitional gap training has been undertaken for unit/s of competency where the training package deems the unit not equivalent as a result of the training package being superseded.

Invoicing of Student Contribution Fees

DATS will issue an invoice to the nominated payer (apprentice, employer, or a third party) for recovery of Student contribution Fees at the following intervals:

- After completion of the RPL Session, Student contribution fees will be invoiced for successfully RPL'd Units of Competency
- Thereafter, Student Contribution Fees will be invoiced at commencement of Units of Competency for formal training.

DATS has Direct Transfer, BPay and Credit Card facilities available.

DATS will provide a full refund to the Student for any units of competency that have not yet commenced at the time of cancellation. Should the Student withdraw from a unit of competency once training and support services have commenced, a proportionate refund of the Student contribution fees paid will be provided to the Student/Employer who paid the original invoice.

Applying for a Refund-Fee for Service

To apply for a refund, the Student or Employer must contact the office for a copy of our Request for Refund Application Form. If the Student/Employer qualifies for a refund it will be direct deposited into the account recorded on the Withdraw/Refund Application Form within 14 days.

QUALIFICATION ISSUANCE

Dickens Assessment and Training Services will record and issue testamurs and statements of attainment to students who have met the requirements for a qualification that is listed on the RTOs scope of registration. This will be in accordance with the requirements of the VET Quality Framework for Registered Training Organisations and the Qualifications Issuance Policy outlined in the AQF 2nd Edition January 2013. This does not apply to non-AQF qualifications.

Before a testamur is awarded, the RTO Administration Officer and Compliance Officer must ensure that all units of competency for the qualification have been completed and assessed as competent.

Students will be advised within 2 weeks of completion of competency as to their results.

All students that complete a program of learning that leads to the award of an AQF qualification will receive a testamur and a record of results within 30 days (provided that a Unique Student Identifier (USI) has been received from the student).

All students that have not completed the full AQF qualification will receive a statement of attainment within 30 days (provided that a Unique Student Identifier (USI) has been received from the student).

If a student has outstanding fees, the student will be notified. The student must pay any outstanding fees before a testamur, record of results or a statement of attainment is issued (this document is provided to students at induction, to avoid any misunderstanding).

Mutual Recognition

The RTO recognises qualifications and statements of attainment awarded by Registered Training Organisations throughout Australia. Original testamurs must be provided for verification prior to acceptance of recognition.

If the statements of attainment or testamur is older than the current Training package / accredited course, the student may be required to map the old unit codes against the new codes to demonstrate they are the same and that credit can be granted. (Refer to the Mutual Recognition Policy).

Re-issuing Qualifications

If the testamur or statement of attainment is misplaced or damaged, the student may contact Dickens Assessment and Training Services to order a replacement.

The student will be required to complete a 'Replacement certificate request form' when requesting replacement certification(s) and pay the administrative fee of \$55 (inc GST). The student will be required to pay the administrative fee of \$33 (inc GST) for a card only replacement.

It may take up to two weeks for the copy award document to be completed.

If a student changes their name, DATS can re-issue the certificate upon receipt change of name documents, e.g. change of name documents. birth certificate, passport, marriage certificate

Re-Assessment conditions

Where a student has undertaken an assessment and it has been marked as 'Not Competent' (NYC), they may be allowed to re-sit the test/or undertake a re-assessment.

Students will be provided with information identifying the areas in which they failed to achieve competency by their Assessor and will be given course material to prepare for the re-assessment.

Students will have the opportunity to repeat the assessment as soon as can be practically arranged with Dickens Assessment and Training Services Administration staff. A re-assessment fee will occur.

If they are deemed 'NYC' for a second time they are to re-enroll into that unit/course. Re-enrolment fees may be required to be paid prior to arranging the repeat of the unit/course. An additional re-assessment may be granted at the Assessors discretion and re-evaluate the assessment method and use of reasonable adjustment.

Re-assessments can occur within 6 months of the original assessment. After this time, the Student must re-sit training.

COMPLAINTS & APPEALS

Dickens Assessment and Training Services takes all forms of complaints extremely seriously. When a student complains, Dickens Assessment and Training Services takes a positive and pro-active approach to the issue and sees a complaint as an opportunity to improve its services. We openly encourage positive and negative feedback via email to info@datsservices.com.au or phone your local branch.

Complaints Policy

We have a complaints policy and procedure to manage and respond to complaints and allegations involving the conduct of:

1. the RTO, our trainers, assessors and other staff
2. any third party services we may employ on our RTO's behalf
3. our students.

Despite all efforts of DATS to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

Procedure

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients on the DATS website by directly contacting DATS.

General Complaints - Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. We shall allow our clients to have access to our staff and be able to express any concerns, so we can all stop minor issues from becoming more serious. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to DATS with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO or CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Administration at the RTO, or by accessing it on the DATS website.
- All formally submitted complaints or appeals are submitted to the Office Manager or directly to the RTO Administration Officer. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant.
 - Nature of complaint.
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the RTO Administration Officer regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
- All complaints will be acknowledged in writing within 5 days of receipt of the complaint.
- Complaints received will be given due consideration, with full attention to details. The objective will be to find an immediate solution, and an amicable settlement for all parties concerned.
- Any resolution to any dispute between aggrieved parties will be addressed in an open and trusting environment.
- We shall ensure that the principles of natural justice and procedural fairness are upheld which means that we shall listen to you and allow you to fairly put your point of view to us.
- A complainant may be always assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process.
- The RTO Administration Officer shall then refer the matter to the appropriate staff to resolve or decide on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. In the unlikely event that the complaint is not finalised within 60 calendar days, DATS shall ensure that the complainant shall be provided reasons for the delay and will be regularly kept informed and updated of the progress of the matter.

- We shall ensure that the decision maker is as far as practicable, independent from the decision being reviewed.
- All matters will be resolved with reference to the Win-Win principles of dispute resolution
- Once a decision has been reached the RTO Administration Officer or Office Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision DATS must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- If any student is unsatisfied with the outcome of and complaints, they may of course exercise their right to take their complaint or grievance further to the Australian Skills Quality Authority.
- The RTO Administration Officer or Office Manager shall ensure that DATS will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the RTO Administration Officer or Office Manager.

Appealing a Decision

All complainants have the right to appeal decisions made by Dickens Assessment and Training Services where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by Dickens Assessment and Training Services may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Any other conclusion / decision that is made after a complaint has been dealt with by Dickens Assessment and Training Services in the first instance.

The Complainant may complete our 'Complaints and Appeals Form' (available from our office) which is to include a summary of the grounds the appeal is based upon and a clear explanation as to the reason the complainant feels the decision is unfair. Help and support with this process can be gained from Dickens Assessment and Training Services' Administration Department.

The RTO Administration Officer or Branch Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged. The RTO Administration Officer or Branch Manager shall ensure that Dickens Assessment and Training Services acts on any substantiated appeal.

Where an appeal has been lodged, it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint they are required to notify the RTO Administration Officer or Branch Manager at Dickens Assessment and Training Services in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The RTO Administration Officer or Branch Manager shall make a decision based on the grounds of the appeal. The complainant will be notified in writing of the outcome with reasons for the decisions.
- The complainant will be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Dickens Assessment and Training Services if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment, they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If the Student is not satisfied with this decision, the student may lodge a formal appeal by submitting a written letter or email to the RTO Administration Officer or Branch Manager outlining their reasons for the appeal. The RTO Administration Officer or Branch Manager will seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by Dickens Assessment and Training Services.
- The student will be notified in writing of the outcome with reasons for the decision and be provided the option of activating the external appeals process if they are not satisfied with the result. The student is required to notify Dickens Assessment and Training Services if they wish to proceed with the external appeals process.

External Appeals

In addition to the above internal processes, if a student enrolled with Dickens Assessment and Training Services is still dissatisfied with the decision of the RTO, they may wish to seek legal advice or submit an application with an external dispute resolution process by a relevant body appointed for this purpose. (See below for contact details).

Where Dickens Assessment and Training Services is informed that the student has accessed external appeals processes we will comply with the findings of the external appeals process and where a decision or outcome is in favour of the complainant, Dickens Assessment and Training Services shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student's grievance as soon as practicable.

The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.

New South Wales Based Students:

The Community Justice Centre is a free dispute resolution and mediation service funded by the New South Wales Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.cjc.justice.nsw.gov.au/>

Queensland Based Students:

The Dispute Resolution Centre is a free dispute resolution and mediation service funded by the Queensland Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court>

Western Australia Based Students:

Mediation is a process which uses a neutral person to help the parties in a dispute reach an agreement or settlement. The mediator will help the parties talk to each other, in a respectful and safe environment.

<https://www.legalaid.wa.gov.au/find-legal-answers/about-law/mediation-and-dispute-resolution>

Northern Territory Based Students:

The Community Justice Centre (CJC) is a Northern Territory Government service that provides free, confidential and professional alternative dispute resolution services for the Territory. The CJC has been working with individuals and communities to actively manage and resolve conflict in a range of dispute contexts. Further details and office locations for this service are available from <https://nt.gov.au/law/processes/mediation/mediation-with-the-community-justice-centre>

Further information

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form: <https://rms.asqa.gov.au/registration/newcomplaint.aspx> (ASQA website: www.asqa.gov.au)

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes.

FEEDBACK

Dickens Assessment and Training Services is committed to ensuring it is able to provide quality Training and assessment services and will engage in seeking Student and employer feedback regularly. Consequently, students who participate in training facilitated by Dickens Assessment and Training Services are asked to complete a Course Evaluation Form at the end of their course.

Evaluation is conducted to monitor the level of customer satisfaction with the training outcomes. It is important for us to identify areas for improvement.

DATS also conducts evaluation of training and assessment programs to measure:

- How effective a training program is in developing competent performance
- How efficient a course is in achieving the stated outcomes.
- The level to which a training program achieved an organisation's purpose and aims.

Dickens Assessment and Training Services is required to collect and use data on 3 Quality Indicators (Student Satisfaction Survey, Employer Satisfaction Survey, Competency Completion rates) and submit the data to ASQA periodically. It is a necessary condition of registration that this data be collected.

LEGISLATION

Dickens Assessment and Training Services will meet all legislative requirements of State, Federal and Local Government. Such legislation includes but may not be limited to the following:

- Privacy Act 1988
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualification Framework
- Work Health and Safety Act 2011 & Regulations 2017
- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- Fair Trading Act 1989 (advertising and marketing)
- Further Education and Training Act 2014

Other legislation may be applicable to your course and information on this legislation will be provided at the course induction or in the course materials. All legislation can be accessed at www.legislation.gov.au

Dickens Assessment and Training Services Pty Ltd

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