



STUDENT HANDBOOK

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Christine Jarrett, Director

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ABOUT DISTANCE LEARNING AUSTRALIA PTY LTD

Distance Learning Australia Pty. Ltd. has established itself as a provider of high quality training and professional development services throughout Australia.

We offer a supportive learning environment that develops the attitudes, skills and knowledge necessary for the success, health and wellbeing of our staff and clients.

CODE OF PRACTICE

Staff and students of Distance Learning Australia will:

- Always be frank and honest in their endeavours.
- Be fair, impartial and equal in dealing with students, the public and employers.
- Be committed to providing objective feedback on courses and the continuous improvement of training opportunities offered to students.
- Be accountable for their actions online, in the classroom and in the workplace.
- Strive for excellence in everything they attempt.
- Undertake activities and respond to reasonable lawful instructions relating to skill, care, honesty and diligence.
- Comply with enactments, regulations, determinations, awards, policies & procedures which relate to their training activities.
- Deal with other people honestly, equally, impartially, in a way which is sensitive to their rights.
- Conduct themselves in a way which enhances the image & reputation of Distance Learning Australia Pty. Ltd.
- Disclose any conflict of interest immediately if or when it becomes apparent.



EXPECTATIONS OF STUDENTS

You are asked to read these expectations thoroughly prior to completing your enrolment:

1. All Students/Trainees are expected to attend training to successfully complete their course(s). Attendance means attending a face to face class, or logging in to your online course.
2. When training is conducted within the workplace, you are required to wear clean, neat appropriate clothes, as directed, including any personal protection equipment required by OH&S laws.
3. You must maintain a high standard of presentation at all times. Use sensible judgement when preparing to enter a workplace. Always remember that impressions last and that positive work placements could lead to good references and possible employment opportunities. A workplace will have their own policies and procedures. Check with the workplace and DLA if unsure.
4. Participate in all facilitated activities and carry out any tasks that may be asked by your facilitator to the best of your ability.
5. Complete Self Paced Learning Workbooks / Modules, Training Record Books and/or assessments as required.
6. Produce a Doctor's Certificate for sick days upon returning to class or after periods of time when studying by elearning. You must advise your facilitator if you will be unable to attend your study for a particular day. Absenteeism may result in Units not being completed, or competencies not being achieved. Excessive absenteeism may result in your removal from the program. In the case of e-learning we expect you to notify your trainer if you are unable to continue your course for long periods of time, or to request a timeframe extension and to provide evidence when asked (refer to extension policies and procedures given when you log in to your course)
7. If you are unable to attend off-the-job training or structured training sessions/ workshops, you must contact your employer and assessor.



8. Advise your trainer or DLA administration of any concern that you may have regarding your progress throughout your Student/Traineeship or training program.
9. Advise Distance Learning Australia of any changes in your personal details by email or on a Change of Student Enrolment Details Form.
10. You must keep training areas and facilities tidy at all times.
11. Consumption, or being under the influence of alcohol or illicit substances during the training hours is unacceptable, and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Student/Traineeship or training program.
12. Your behaviour must not disrupt or threaten other Student/Trainees, or company personnel. Abusive or threatening behaviour or physical violence may result in instant expulsion from your program.
13. Failure to comply with points 11 and 12 above will result in you suspension and/or expulsion from you Student/Traineeship or training program for a period to be determined by the Program Manager.

AUSTRALIAN QUALITY TRAINING FRAMEWORK

Distance Learning Australia will adhere to standards outlined in the Australian Quality Training Framework and abide by both the Vocational Education and Training Act 2003 and the Tertiary Accreditation and Registration Act 2003

For details see: www.legislation.act.gov.au/a/default.asp

This will provide for high quality training and development in a learning environment. Management will ensure that adequate learning resources and an environment conducive to learning are maintained.

- Regardless of the program, the content of all training and development courses will be delivered with a commitment to quality and student satisfaction.



- All training and development staff will be rigorously assessed on their experience, competence and personal suitability for their role in the organisation.
- Training and development staff will be encouraged and assisted to further their industry knowledge, training and interpersonal skills.
- Training and assessment will always be carried out to the highest recognised and accredited industry standards.
- Distance Learning Australia will provide a teaching environment and appropriate individual support that is conducive to an effective learning process.
- The specific needs of individual course participants will be identified and addressed by the facilitator of the course.
- The learning process will include training components and personal guidance, which will enable participants to establish a positive career direction.
- Distance Learning Australia will display their Certificate of Accreditation in a place visible to students and prospective clients.
- Distance Learning Australia will undertake reviews and evaluations of its courses to foster a culture of continuous improvement.
- Distance Learning Australia will review the physical and financial requirements of the organisation at the commencement of each budget period, to ensure sufficient resources are allocated to the training function.

Competency Based Assessment

All programs delivered by Distance Learning Australia Pty. Ltd. are assessed under the principals of Competency Based Training.

The aim of Competency Based Training is to assess the Student/Trainee's ability to undertake the activities in each unit rather than sit an exam that has a specific "pass mark". Your trainer will assess your ability (or "competency") to carry out the activities in each unit of your course. In the case where a student has specific learning needs, then assessment may be modified accordingly to determine competency.



Competencies are normally expressed in terms of a unit competency. Competencies include the knowledge and skills that are required for you to participate in workplace activities. When you are being assessed on these activities, you will be required to perform them to the level required in the workplace.

Employability Skills

Each qualification includes employability skills. These are the skills that are used to assess a person to ensure they are able to work and achieve their future work goals.

A summary of employability skills can be downloaded from:

<http://employabilityskills.training.com.au>

FEES & REFUNDS

1. Full payment is required at time of enrolment.
2. Once an enrolment has been processed, refunds are not made except when Distance Learning Australia cancels a course, or in the case of serious financial hardship. In the case of financial hardship evidence will be required. An administration charge of \$50 applies and where a refund is granted it will be for units not commenced.

Distance Learning Australia cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a course. In some instances, transfer between courses may be granted, upon application by a student to the Director.

The final decision on any refund, transfer or credit note remains with the Director. It is appropriate therefore for trainers to refer all such queries to the office. Distance Learning Australia reserves the right to alter any of the published arrangements, either before or during a course, or to cancel or terminate a course.

3. **'On-Line Participants'** do not receive any concessions. There are no refunds after you have enrolled and been issued access to the course.



4. **Distance learning students** receive details of the competencies of a course and an outline of Distance Learning study responsibilities. Their enrolment then becomes effective. After this point no refund is payable.

STUDENT COMPLAINT PROCEDURES

Internal complaints

You should apply this procedure if you have any problems with course content or conditions relating to the training delivery.

1. In the first instance you should discuss the problem with your training facilitator and seek a solution at that stage. Alternatively, a Complaint Form may be submitted.
2. If your complaint is with your training facilitator and you feel that it cannot be resolved at Stage 1, you should approach the Course Co-ordinator, Manager or Director to initiate the complaints process.

External Problems

Distance Learning Australia recognises that students may experience problems that are not related to the company. Nonetheless, this may impact on the student's ability to meet course obligations. In this instance Distance Learning Australia will offer advice in referring students to appropriate external support groups for assistance with their particular situation.

General

All discussions during the process are confidential and no detail of complaints will be passed on to any other person without approval of the student.

Process of Appeal

Assessment Appeals Policy

Assessment Appeals Procedure

Students lodge a verbal or written appeal to the assessor within seven (7) days of notification of the assessment outcome. The assessor discusses the appeal with the student, and



informs the student of the decision. If the student is unsatisfied with the decision, then an appeal may be lodged with the Director or the Learning & Development Administrator. The student may be re-assessed by a second assessor based on the decision of the Director or the Learning and Development Administrator. The decision and reassessment outcome is recorded in writing and is considered to be the final result. If the student considers that the appeals process was unsatisfactory, they may contact the appropriate authority to discuss the assessment outcome. Distance Learning Australia will provide details of that contact.

If there is a discrepancy on a Certificate or Statement of Attainment, the student lodges a written appeal within 30 days outlining the areas in which their results records vary. The Learning & Development Administrator will review the Records book at the relevant assessment / examine records. They will identify variances (if any) and investigate those records. This may include looking at assessment records. Unless judged appropriate they may authorise reassessment or check this work. A revised result or confirmation of the issued Transcript of Academic Record will then be provided to the student. The results will be provided to the funding body or relevant authority where appropriate.

Access to Student Files

You will be notified of your result in each assessment, and have access to your assessment records and student file through your trainer.

Certificate

A certificate is issued when the Student/Trainee has completed all possible requirements for assessment as listed in the initial training plan for a full qualification.

Statement of Attainment

A statement of Attainment is issued where candidates have partially completed the requirements for qualification. This may be issued for the following reasons: 1. The Student/Trainee does not complete the full requirements for qualification; or 2. A package of units has been delivered from an accredited and registered program. The code and title of all units successfully completed by the Student/Trainee are listed on the Statement of Attainment. The Certificate or Statement of Attainment is presented at Graduation, or on completion of the course.



A statement of Attainment contains a full record of all the units of competence which complete the training program. It provides a list of the student's assessment results for each unit of competency, from the results recorded in the Training Record Books (refer to the Process of Appeal for Distance Learning Australia Pty Ltd's policy on the appeal of assessment results).

Reissuing of Qualifications

If your Academic Transcript is misplaced or damaged, contact your Trainer to order a replacement. A fee may apply.

Results

Competent

The student has demonstrated competency in all learning outcomes for that unit.

Withdrawn

The student has withdrawn after one quarter of the way through and did not complete the required learning outcomes.

Exemption

The student has been granted exemption from studying the unit due to previous study or and approved Recognition of Prior Learning Process. Distance Learning Australia Pty. Ltd. has collected and validated evidence that the Student/Trainee is or has demonstrated competence for this unit.

Deferred Result

Indicates that assessment has not been finalised.

Not Yet Competent

The student has either been assessed, or not assessed and has not yet demonstrated competency in all of the learning outcomes for an individual unit.

Sexual Harassment Policy

It is the policy of Distance Learning Australia Pty. Ltd. to provide a workplace free of sexual harassment and uphold State and Federal laws pertaining to sexual harassment.



For more details visit <http://www.hreoc.gov.au/>

All students and employees are expected to comply with this policy during all training and workplace activities.

For the purpose of implementing this policy, the following definition of sexual harassment shall apply:

Sexual harassment includes the behaviours listed below, where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person:

- Making unwelcome sexual advances;
- Making any request for sexual favours;
- Making remarks of aspersions of a sexual nature relating to the other person;
- Subjecting another person to unwelcome conduct of a sexual nature, including thought conversation, action or the display of material the other person finds sexually offensive.
- Touching the person, excluding the accepted business greetings.

As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual. In addition one individual may have different boundaries for different relationships. It is the responsibility of all students and employees to recognise and respect the boundaries set by others.

Anti Discrimination Policy

Distance Learning Australia's student recruitment policy shall provide for its students equal opportunity regardless of sex, race, colour, national origin, age, religion or physical or mental handicap, and shall show no favouritism or grant any special favours to any student. All students applying for training will be required to complete the same process prior to selection for courses. Access for courses will be judged on the basis of individual merit with waiting lists prioritised using the same factor.



Fair Work System

Employees are governed by the Fair Work System. Please visit <http://www.fairwork.gov.au> for rights and responsibilities

Occupational Health & Safety

Distance Learning Australia is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of occupational health, safety and security by adhering to government legislation and taking personal interest in the well being of our staff and visitors. All employees, contractors and visitors to our organisation are encompassed by our Occupational Health and Safety policy. Our organisation abides by the following Commonwealth acts and applicable State acts/legislation to maintain its position as an organisation committed to the health, safety and security of all employees, contractors and visitors:

Relevant Acts

“ Occupational Health and Safety (Commonwealth Employees) Act 1991”

Applicable “State” Workers Compensation legislation

www.ors.act.gov.au - WorkSafe ACT, 3 May 2010

For links to legislation across states and territories, visit
www.dla.edu.au/Librarynew/Libcom/Legislation/OHSLegislation.html

Who is responsible for Occupational Health and Safety?

All students are responsible for Occupational Health and Safety in the workplace and their place of study.

Students

Students are not only responsible for their own health and safety, but the health and safety of others within their working environment. Students must report unsafe working conditions, faulty equipment and accidents in the workplace immediately to their Trainer. Students must abide by safe working practices and comply with health and safety practices. Students who do not abide by the practices may be subject to disciplinary action.



Employees

Employees are responsible for the implementation and instruction of all company occupational health and safety procedures, and are also responsible for ensuring that other staff members are adhering to the procedures set by the company.

Employees must report all accidents, or near misses, to the Human Resources Department immediately and complete an incident report pertaining to the accident within 24 hours.

Regulations under the Occupational Health and Safety Act have the same powers as the Act itself. If the company or employees do not comply with the regulations or acts, they may face prosecution, incur a fine or both as stated in the individual "State" Occupational Health and Safety Acts.

RECOGNITION OF OTHER RTO'S QUALIFICATIONS

Distance Learning Australia agrees to accept the decisions made by other registered bodies (RTO or other approved course accrediting body). This means that we recognise and accept qualifications issued by any other RTOs.

Recognition

All Distance Learning Australia students will be given the opportunity to seek Recognition of Prior Learning (RPL) for industry skills or life skills for which they believe some credit or credit transfer may apply to the courses they wish to access.

Students will be interviewed and relevant experience detailed and mapped against the competency standards.

Those students who wish to apply for RPL will need to provide a portfolio of documentation showing evidence that they have the skills and knowledge to course standards. This can be achieved in a number of ways. Please refer to the information on Recognition on the website, or contact us by phone or email for further information.

DISTRIBUTION OF LEARNING RESOURCES

Distance Learning Australia believes that quality service to the participant is enhanced by maintaining personal contact with the student and discussion and feedback on progress. The



training facilitator should handle the collection and distribution of activities, maintain this contact and discuss previous work and progress.

SPECIAL LEARNING NEEDS

Distance Learning Australia recognises that there will be cultural diversity and a range of education and learning backgrounds amongst candidates. An assessment of special needs i.e numeracy, literacy, interpreter assistance etc is part of the enrolment process.

It is Distance Learning Australia's policy to ensure all people have an equal opportunity to learn and better themselves. As such, we endeavour to aid as much as possible, those who require additional help in these areas, so as to maximise their ability to undertake their training effectively. Assistance may be sought from the Distance Learning Australia facilitators and staff. All reasonable steps will be taken to ensure any special assistance is provided as effectively as possible.

EXTENSIONS

If you require an extension you can apply by email giving your reasons (for example, illness, moving, circumstances beyond your control, personal issues, and workplace demands and so on). This must be done prior to the completion date specified in your log-in email. If you do not make contact with us, your login is deactivated or your course is considered finalised.

The length of time granted will depend on the length of the original course and on the commitment you have shown so far in your study.

Note: Some course timeframes cannot be extended. Circumstances can include the policies of a workplace, if you have a learning contract with an employer, certain study group arrangements, changes in national curricula, if your course is funded, and there are may be other reasons that preclude us from extending the timeframe.

Extensions incur a cost of outstanding units at the normal unit price.