

# STUDENT HANDBOOK

## **Daniels Associates**

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## About Daniels Associates

Thank you for choosing to undertake your training with Daniels Associates.

(The) Daniels Associates of Australasia P/L is a Registered Training Organisation (No. 30957). We have been working with a range of dedicated clients around the world for over 35 years. In Australia we have been providing a range of support services to the Health, Aged Care and Cleaning industries since 1988. With over 20 years' experience in Australia we have built a wealth of expertise in our core areas of expertise.

In more recent times we became accredited as a Registered Training Organisation in 2003.

### **Training must be fun! This is at the forefront of our core values.**

- ✓ We have developed a fun and participative approach to training. Our lessons are more closely aligned with facilitated discussions rather than lectures.
- ✓ Adult learning is based on the principals of seeing is believing. So, we set out to develop a range of complementary training aids and materials to facilitate this process.
- ✓ We customise our training materials to meet different industry needs.
- ✓ We only hire training consultants who have both the necessary expertise and have the ability to train with a caring sense of humour.
- ✓ We enjoy what we do and hope this is reflected in our student and employer outcomes.

## Course information

To find out more information on available courses, prices and Government funding please visit our website [www.danielsassociates.com.au](http://www.danielsassociates.com.au) or call our office.

## VET Quality Standards

In 2011, new legislation was enacted to establish one national VET regulator, the Australian Skills Quality Authority (ASQA), responsible for registering training organisations and accrediting courses across Australia. In 2015 new quality Standards were released called "Standards for Registered Training Organisations 2015'".

One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the new VET Quality

Framework, including "Standards for Registered Training Organisations 2015'".

## What is a nationally recognised training program?

All Nationally recognised training programs and courses are based upon competency-based training principles. A 'competency' is a broad concept that describes a person's ability in a range of areas. It covers:

*The general task / the skills necessary to complete the task / the management of the task / and the range of general environments in which the task is completed.*

Competency based training is aimed at providing students with the skills, knowledge and understanding to demonstrate competence against standards endorsed nationally by industry competency standards.

Competency standards reflect the knowledge and skills and the application of that knowledge and skill to the standard of performance required in employment.

Competency standards are developed by industry to meet industry to meet the relevant industry skills requirements.

Workplace Training is training that is undertaken in the workplace and may include structured training, observation of work practices, case studies, written work, or completion of work tasks/projects.

## Student eligibility & enrolment

Courses are open to anyone working in; or planning to work in an industry relevant to their chosen qualification.

Funded training courses have their own specific eligibility requirements. For information about this, please visit our website.

Should you choose to enrol to complete a qualification with us, we will discuss with you which units of competency are most suitable to meet your current and future career needs.

## Language, Literacy & Numeracy (LLN)

It is a requirement all students of Daniels Associates have their language, literacy and numeracy levels assessed prior to or during enrolment in a qualification/course.

This assessment is used to ascertain if the student has the required level of language, literacy and

numeracy skills for the course they wish to enrol in and if any further support or reasonable adjustment is required to assist them through their course. Students can also request language, literacy, and numeracy assessment at any time during their study program.

Where a 'skills' gap is identified, Daniels Associates will offer coaching and assistance and/or reasonable adjustment, as deemed required.

If the required assistances fall outside of the scope of what Daniels Associates can offer, we will offer the student support in finding a third party to provide such assistance.

If you think you require assistance, seek information from your Trainer.

Before enrolling in an **online short course** students are required to have a minimum literacy standard to comprehend the enrolment information and should be able to perform everyday tasks such as:

- Using an instant messenger tool
- Using email at work
- Typing a letter
- Searching the internet
- Responding to customer complaints
- Following a recipe

Should students have difficult reading and comprehending any of the enrolment information we recommend an alternative pathway, such as a classroom-based course.

For additional support in literacy and numeracy needs we recommend students and employers talk with the following specialised services in each state.

Queensland: Queensland Council for Adult Literacy Inc (QCAL)

Phone (07) 3878 9944

P.O. Box 301 RED HILL Q 4059

New South Wales: AMES

Phone (02) 9289 9202

84-86 Mary Street, Surry Hills NSW 2010

Student literacy support courses are also available for purchase from our HIA website. These courses are developed by AMES NSW.

## Student support services

If you require assistance at any time during your course, please contact your trainer or student services on 02 4962 4435. This may include language, literacy and numeracy programs or advice on courses to help improve your English language skills or an interpreter.

Useful websites may include –

## Apprentice and Traineeship information

[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

## Alcohol and other drugs

[www.saveamate.org.au](http://www.saveamate.org.au)

[www.alcohol.gov.au](http://www.alcohol.gov.au)

[www.druginfo.adgf.org.au](http://www.druginfo.adgf.org.au)

[www.ncpic.org.au](http://www.ncpic.org.au)

[www.kooridruginfo.adf.org.au](http://www.kooridruginfo.adf.org.au)

## USI – Unique Student Identifier Number

As of January 1, 2015, all registered training organisations are required to obtain and verify a Student's USI before issuing them their qualification or Statement of Attainment. In addition, we are required to include your USI in the data we submit to The National Centre for Vocational Education and Training Research (NCVER).

It is very easy to do apply for a USI number and this is part of your enrolment process with us.

For more information on obtaining your USI go to the government website [www.usi.gov.au](http://www.usi.gov.au) or click on the following link:

<https://www.usi.gov.au/students/create-your-usi/>

Alternatively, you can complete a USI consent form, provide us with a copy of one of the prescribed forms of ID and we will apply for your USI on your behalf. Information and the consent form can be found as part of our enrolment form. If you already have a USI number, you only need to write this on your enrolment form.

Students must ensure they set their access controls on the USI website to allow us, and government departments (where required) to access their USI records. We will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose.

## Confidentiality & privacy

Daniels Associates respects and supports the student's right to privacy, confidentiality and access to personal information and complies with all relevant State and Federal legislation regarding the privacy and confidentiality of student information.

We are required to collect student information for statistical data purposes required by the government National Centre for Vocational Education Research (NCVER).

Both paper and electronic data and records will be collected and stored correctly and safely to ensure they are protected from unauthorised access, alteration, or loss.

Students have the right to access their own information. Please contact RTO Office Manager for information on how to arrange access.

Information on student progress (name, attendance and results only) may also be made available to the employer of an employer sponsored student.

## Student enrolment privacy notice

Daniels Associates requires all students to provide the information necessary to complete all enrolment documentation, all questions in the enrolment documentation are compulsory if you are undertaking nationally recognised training.

We are required to provide the relevant government departments and regulatory bodies, with student and training activity data which may include information provided in enrolment documentation.

Government departments and regulatory bodies associated with Vocational Education and Training may use the information provided to them for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, these government departments and regulatory body(s), may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

For more information in relation to how student information may be used or disclosed please contact our office to speak with our RTO Office Manager.

## Cooling off period

Any student enrolling in a qualification has a 5-day cooling off period for a fee for service qualification and a minimum 10 day cooling off period for a government funded training course. Note government funded courses may stipulate alternative cooling off period – refer to the particular contract/course information for more information on cooling off periods.

There is no cooling off period for online short courses that are delivered either partly online or fully online.

## Deferring your studies

Should a student require to defer their training, they must submit a request, detailing the reasons for request to defer. Deferrals are permitted up to 12 months from the date of the written notice from the enrolled student. There are fee implications for deferring training which are mandated under subsidised training contracts. We will communicate fee implications to students who request or indicate interest in deferring their studies according to the relevant funding contract.

## Refund policy

Refer to relevant course refund policy. Note refund policies may vary depending upon the type of course, qualification and whether it is fee-for-service or publically funded. Please see our website for further details.

### Qualifications – Fee for Service

All qualifications have a 5-day cooling off period. We give you five (5) days to change your mind and receive a full refund on any qualification fees paid. You may review the subject you have enrolled in for a 5-day period. If you wish to cancel your enrolment during this period, you can. You must NOT have submitted or saved any assessments for marking. After the 5-day cooling off period, there are NO refunds. Please refer to our terms and conditions and payment plan options.

### Online Short courses

Once you have provided payment, fees are then committed for the online course. Once payment is made and the username and password have been activated the course cannot be cancelled. Refunds can be made on request for people who haven't activated their username and password. You must inform our office within 5 days of enrolment to receive a refund.

There are NO refunds for online short courses once you have activated your username and password.

### Government Funded Qualifications

Government funded qualifications and courses have specific refund requirements under the contract.

Queensland Department of Education & Training Certificate 3 Guarantee Funding: Should a student leave or drop out of a course for any reason they are entitled to a refund for the percentage of the course they did not complete. To apply for a refund students must call the enrolment administration office on 02 4962 4435 or email us at:

[info@danielsassociates.com.au](mailto:info@danielsassociates.com.au)

Students are required to supply bank account details and refunds will be enacted within 7 days of application.

Queensland Department of Education & Training  
User Choice Refunds: Students are eligible for refund of User Choice Student Contribution Fees for training that has not commenced at the time of cancellation of enrolment. Where a student has commenced a unit of competency but withdrawn prior to completion, no refund will apply. Daniels Associates will provide a refund of a proportion of balance of the Course Fee for training that has not commenced at the time of cancellation of enrolment.

## **NSW Smart and Skilled Funding**

### **Course withdrawal**

The student must advise us of their course withdrawal 5 days prior to avoid any penalties. After this point the student will be charged 10% of their enrolment fee.

### **Fee refunds**

Daniels Associates will refund all or part of a student's course fees if:

- Daniels Associates cancels a course for any reason
- A student withdraws before the cut-off date for withdrawal without penalty
- The RTO Manager determines that course delivery did not meet the reasonable expectations of the student
- A student re-enrols only to repeat a unit or module with a not-yet-competent result and the student subsequently successfully appeals the original decision
- Daniels Associates agrees that the student has medical, hardship or other extenuating circumstance preventing their attendance
- A student has overpaid the course fee
- Daniels Associates has granted Credit Transfer (CT) or Recognition of Prior Learning (RPL) after enrolment and the fee recalculation is lower than the fee the student has already paid.

### **Refunds for Smart and Skilled funded enrolment withdrawal**

This section only applies to students accessing courses with Smart and Skilled subsidies.

Daniels Associates will determine a cut-off date without penalty, for each Smart and Skilled program it offers, by which a student can withdraw his/her enrolment and receive a refund of all fees.

Daniels Associates will advise the student of this date before the student enrolls in the study program. If a student withdraws after the cut-off date, Daniels Associates will provide the student with a statement of fees that includes all fees applied and any applicable fee refund.

If a student withdraws from training, not of their own accord, Daniels Associates will refund any prepaid fees for units that the student has yet to complete. This situation may occur if Daniels Associates closes or no longer offers training under Smart and Skilled subsidies.

If a student withdraws from a qualification having completed all the requirements for a lower level qualification, the student will not be eligible for a fee refund of the difference between the applicable fees for each qualification.

## **Accurate representation of self**

You agree not to impersonate or represent any other person than the person on the Enrolment Form. All course assessments must be completed by the enrolled customer. Making false or misleading representations that you are another person or character is a criminal offence and can give rise to civil liability.

## **About Traineeships**

**Vocational education and training** is 'education and training for work'. It exists to develop and recognise the competencies or skills of students.

**New Apprenticeships** are the best way to combine training and employment. New Apprenticeships combine practical work with structured training to give people a nationally recognised qualification.

\*The Federal Government provides employers cash incentive grants for each employee under the Australian Apprenticeship Scheme.

## **Training delivery – employer based**

Employer based training programs are delivered using a variety of training and assessment processes. The flexibility of this training delivery incorporates options that are negotiated between the RTO, employer, and the student.

Training is generally delivered in 3–4-hour blocks monthly. The classes are interactive and involve a high level of student participation in work-based activities and facility audits (where practical). Students will work through a variety of activities in the classroom both individually and as an active

participant in a group. The activities are designed to be relevant to their workplace and work role.

The training is generally delivered over a 12-month period. Tutorial and catch-up classes will be negotiated with the employer.

Trainers are available by phone or email for support throughout your training program.

## Training delivery – distance/online

Studying by Distance/online training programs provide flexibility of studying when and where it suits you, the student.

Trainers are available via email and telephone to support your distance education training program. Our offices are staffed during normal business hours Monday to Friday and we are always here to answer your questions and provide the support you need.

## Assessment process

Competency Based Assessment is a process of collecting evidence and making judgements on whether competence has been achieved. This is based upon the student being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Objectives of the assessment process:

- To confirm that students have acquired the competencies identified in the learning modules.
- To demonstrate that students can perform tasks competently according to industry standards.

## Assessment methods

Assessment methods include but are not limited to:

- **Work Based Activities** designed to be completed in a classroom environment. Some activities require access to fully functional work environment with suitable equipment. This includes access to a fully operational work site. For employer-based training appropriate access to the resources is negotiated with the workplace prior to commencing training delivery.
- **Assignments** for each competency unit designed to test the student's knowledge and understanding of performance outcomes. Assignments include multiple choice questions, true/false questions, and short answer questions.

- **Work based projects** involve the practical demonstration of skills and knowledge applied to the unit of competency. Most projects try to replicate real world exercises.
- **Case Studies** involve the application of recently acquired knowledge and apply this newfound knowledge to practical situation commonly found in the industry workplace.
- **Simulated workplace assessments** involve some type of interactivity between the student and their trainer/assessor in applying skills to practical workplace simulations.
- **Workplace assessments** involve a combination of both or either **Verbal Questions** and **Direct Observation** of work activities. These assessments will take place in the student's workplace with access to appropriate facilities and equipment to demonstrate competence.
- **Third Party Evidence (Supervisor Reports)** reports are required of some competency units. Third Party reports require student to discuss their performance with their workplace supervisor and agree they have met the required criteria over a reasonable period of time as outlined in the report.
- **Other Evidence.** Generally, no additional evidence is required unless specifically requested as part of the above assessment processes.
- Recognition of Prior Learning – refer to next page in this handbook.

In keeping with the principles and practise of competency-based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

## How assessment materials work

Students are issued with learning and assessment materials in accordance with their training plans and course information. In some situations, competency units may be grouped together.

Students must complete competency units in the order prescribed in their training plan and course information.

After the student has attended class and/or read their online learning materials they are required to work through several assessment activities outlined at the beginning of each assessment.

Where training and assessment is conducted in the workplace the student's supervisor may be required

to confirm their performance by completing a Third-Party Report.

The student is required to complete all assessment activities, assignments, case studies, projects, and workplace assessments (where applicable) to a satisfactory level. Where the student has incorrect answers, they will be reviewed with the trainer and re-assessed. Re-assessment may require the student to have a second attempt at completing an assignment, sit for a verbal assessment or repeat a practical workplace activity. Should re-assessment be necessary, the student and assessor will agree on a time frame for re-assessment.

Students completing online short courses are required to obtain 100% correct answers in each section of a course. If the students obtain one or more incorrect answer, they are required to complete the entire section and all assessment questions. Each time a student attempts to repeat a section of their course our Learning Management system will randomly re-arrange order of the answers.

Should the student be unable to demonstrate competency due to literacy or numeracy difficulties they will be referred to an appropriate support mechanism such as AMES (Adult Migrant English Services) or other appropriate institution and/or support service.

Student literacy support courses are also available for purchase from our HIA website. These courses are developed by AMES NSW.

## Reasonable adjustment

An assessor can adjust the way in which evidence of student performance is collected. For example, an assessor could obtain knowledge through an oral interview rather than a written response. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions cannot be altered in any way. That is, the standards expected to be achieved are the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

## Plagiarism

*Plagiarism is using another's work and claiming it as one's own.*

Plagiarism, whether or not submitted for assessment, includes:

- Word-for word copying of sentences, graphics, designs, trademarks, pictures of any sort or whole paragraphs from one or

more sources (the work or data of other persons) including, but not limited to, published works such as books, articles, theses and websites, or other unpublished work such as that of other students, including assignments, examinations, study or lecture notes, working papers, seminar and conference papers, internal reports and/or lecture notes without clearly indicating their origin. This includes material that may be contained electronically on Compact Disks (CDs), Digital Video Disks (DVDs, electronic portable storage devices (memory sticks or keys) or on computer share drives and in audio or video tapes.

- Submitting one's own work that had been previously published or submitted for assessment without declaration
- Submitting another student's work in whole or in part without referencing the source.
- Collaborating with another to submit work that produces work that is substantially similar in terms of words or ideas.
- Use of other person's ideas, work or research data without acknowledgement.
- Submitting work, which has been written or typed by someone else on the student's behalf.

Where plagiarism is suspected the Trainer will discuss the matter directly with the student/s. Further investigation may be required and can be requested by the student or trainer.

If a student is deemed to have committed a plagiarism offence, remedial actions or penalties may be imposed.

It is the responsibility of all students to safeguard against plagiarism of their written work and assignments, their computer discs, and their notes. Students are expressly prohibited from giving access to their assignments and their computer discs to other students and those students who do so will be penalised in the same way that students found guilty of plagiarism are penalised.

Should any student have reason to believe that his or her work has been plagiarised or copied, they must report the matter at once to the appropriate Trainer or to the RTO Manager.

## Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC)

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC) is the recognition of



skills and knowledge obtained through formal training, work experience and or life experience.

Course students may apply for RPL and supply written and/or task-completion evidence that demonstrates they have all the skills and knowledge relating to a particular unit of competency.

In cases where our RPL Assessor is satisfied with the documented evidence supplied, the student will be deemed "competent" for a unit/s of competency which means the student does not have to study that unit/s.

### **How do I apply for RPL or RCC?**

You may apply for RPL or RCC for any course being undertaken with Daniels Associates.

If you feel you may be eligible for RPL or RCC please ensure you indicate this in your enrolment documentation.

The responsibility is on the student to provide sufficient evidence to verify and validate that competency is currently held.

It is imperative that RPL or RCC is applied for as soon as possible before course commencement.

For further information or to apply please contact your trainer.

## **Credit Transfer**

Daniels Associates recognises Qualifications or Statements of Attainments that have been issued by other Registered Training Organisations throughout Australia.

To apply for credit on courses where you have already completed study with other registered training organisations, you will be required to supply an original copy of your Qualification and Record of Results or Statement of Attainment to your course trainer.

Your course trainer advises you within five working days on your application for credit.

## **Issuing AQF Qualifications & Statements of Attainment**

Students who successfully complete all requirements of their training program will receive both a Certificate (qualification) and record of results indicating that they have achieved competency. All certificates shall be issued within 30 days of the student successfully completing a course provided all course fees have been paid. We cannot release your certificates if fees have not been paid.

In cases where a student does not complete the full requirement of the qualification then a Statement of Attainment will be issued for any units the students has been deemed 'Competent' in prior to withdrawal from the course. Please note completion and return of the Withdrawal Form is required for the issuing of Statements of Attainment for withdrawn students.

If a re-print of a Certificate or Statement of Attainment is required, please contact the Office on 02 4962 4435. There is a fee payable for replacement certificates of \$30.00 which must be paid prior to the certificate being re-issued.

## **Student feedback**

Students may receive a feedback survey during the training program and at the completion of any training program. This is to monitor and improve the teaching, learning and assessment environment, and all constructive feedback is appreciated.

You may receive a survey from the National Centre (NCVER) regarding the training delivered; your details are part of the statistical data that we are required to pass onto the relevant State Government.

## **Rights & responsibilities**

We incorporate adult learning principles throughout the delivery of our training programs and have developed programs that are based on the student sharing the responsibility for their learning. As such students are encouraged to take responsibility for their own development and to be active in the learning and assessment process.

Expectations that we and other students may have of you include:

- preparing for and participating appropriately in all training sessions.
- attending all scheduled classes to ensure continuity of the learning program.
- undertaking all training activities and tasks as outlined by your trainer in line with designated deadlines.
- ensuring that a copy of any assignments completed, is retained in the unlikely case that this assignment is lost for any reason.
- contribution to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- familiarise and follow all rules, regulations, policies and procedures of Daniels Australia, your training venue, and your employer.
- honesty in your work including not cheating, falsifying, or conducting yourself in any way that injures others or your studies.

- active and positive participating in the teaching/learning/assessment process.
- monitoring your own progress throughout your training and seeking advice from your trainer when you are experiencing difficulties.
- recognition of the intellectual property rights over the work that others produce individually or in partnership with you.
- participate in the evaluation activities and offer constructive feedback about the course undertaken.
- agreement to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, grievance, and complaints procedures.
- utilisation of the resources we provide to you in accordance with their function and the conditions for their use and respect for other students' and staff members' right to privacy and confidentiality.
- adhering to the plagiarism policy outlined in this Student Handbook.
- responding to all communication received from any Daniels Associates representative.
- notifying your trainer if unable to make a scheduled class.
- notifying your trainer in writing if you will be not contactable for a period of 3 weeks or more.
- demonstrating a commitment to the course or qualification outcomes.
- developing your skills through practice or practical application where possible.
- notifying the RTO Office Manager within 10 working days should you change address or contact details.

## Daniels Associates responsibilities

Daniels Associates has adopted policies and management practices that maintain high professional standards in the marketing and delivery of vocational education and training services, and that safeguard the interests and welfare of students.

We maintain a learning environment that is conducive to the success of students in meeting the learning outcomes of the courses. We have the capacity to deliver the nominated courses and use appropriate methods and materials.

We are competent to assess knowledge and performance against learning outcomes and to recognise prior learning and current competencies.

Expectations you and other students may have of us include:

- A supportive, harmonious, and positive learning community of which you are a

- valued member irrespective of your gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- Easy access to timely and accurate information about our regulations, policies and procedures and confidence that we will apply them appropriately and fairly to you.
- Quality teaching and fair, valid, and flexible assessment which takes account of your learning needs and work context.
- Fair, objective, helpful consultation and prompt feedback on your learning and competence.
- Additional assistance when you are experiencing difficulties with your training and concessions when your learning is affected by misadventure or extenuating circumstances.
- Recognition of your intellectual property rights regarding the work you produce with us.
- Considerate resolution of your concerns, appeals, grievances and complaints using procedures that are easily accessible, fair and transparent.
- A range of services available to support you while you are studying with us; and
- Respect for the privacy and confidentiality of your dealings with us and confidence that your affairs will only be known to those of us whose duty it is to deal with you.
- Notify our learners when any change occurs that may affect the services, we are providing them. This includes a change in ownership of the RTO, and/or any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.
- Daniels Australia training staff to deliver the highest quality customer services and standards of training.

## Disciplinary procedures

Should a course trainer believe a student is participating in conduct contrary to Daniels Associates policies and procedures the course trainer will firstly discuss these concerns with the student in an attempt to rectify the problem. Should this fail to rectify the problem the course trainer will schedule a meeting with the student and their employer to an attempt to rectify the problem.

In instances of repeated misconduct or an instance of 'gross misconduct' Daniels Associates reserves the right to expel the student from the course.

Any student that feels Daniels Associates may have incorrectly treated them has the right of appeal to an independent arbitrator.

## Equal opportunity

Daniels Associates is committed to promoting a fair and equitable study environment which is free from discrimination, harassment, and vilification.

We actively promote a multicultural environment. We acknowledge that amongst our students and staff are males and females of differing ethnic backgrounds, religious and political beliefs, and sexual preferences. Some of these individuals have a disability and some are parents.

We value and promote these differences believe diversity in our workplace adds to the richness and fulfilment of all our staff and students. We take great pride in creating an environment in which we all work and study free from discrimination and harassment.

## Sexual harassment

Staff and Students have a basic right to work and study in an environment free from sexual harassment. All people welcome being treated with respect and dignity.

Sexual harassment is unlawful under Federal & State Sex Discrimination Act 1984 and Queensland Anti-discrimination ACT 1991, or 2011 NSW.

## Health and safety

Daniels Associates Workplace Health and Safety Policy requires that students:

- Are responsible for adopting safe work and study practices.
- Must not wilfully place at risk the health or safety of themselves any other person.
- Must not wilfully or recklessly interfere with or misuse anything provided in the interests of health, safety, or welfare at the company. Work Health & Safety Act 2011.

**Duty of Care:** Daniels Associates Duty of care requires everything 'reasonably practicable' to be done to protect the health and safety of everyone at a workplace. Our duty requires us to ensure all employers; their employees; and any others who have an influence on the hazards in a workplace act in a safe and responsible manner.

## Appeals

A Student may appeal against any result awarded as part of a training package. The appeal must be in writing and be lodged with The RTO Manager within 14 days of the day on which the Student was notified unless special circumstances permit otherwise.

Students who are dissatisfied with any aspect of their assessment should first discuss the matter with their course trainer/assessor. If the issue is not resolved the student is then required to complete a "Grievance, Complaint & Appeals Form" and lodge the form with the RTO Manager.

The student will be notified of the appeal outcome (including reasons for the decision) within 30 days of lodging the form. The request should indicate the grounds on which the assessment review is being sought, and specify any issues, which are alleged to have affected the determination of the result.

The appeal should include the outcome of any informal discussions with the course trainer/assessor for the program. The student should include the original copies of any written work, which was used for the assessment.

If the student is dissatisfied with the outcome of the appeal, they have the right to ask for the appeal to be reviewed by the Managing Director. Failure to lodge second grounds for appeal with 21 days will result in the appeal being dismissed.

## Complaints

During your time studying with Daniels Associates (HIA), you might have a concern about your course, your trainers, other staff, or Daniels Associates (HIA) policies and procedures. We encourage you to contact our head office to discuss any concerns you may have.

If you do have a complaint, we recommend you talk to someone as soon as the situation arises. This way, it will not escalate unnecessarily into a bigger problem. Most concerns can be solved by talking to your trainer or one of our administrative officers, because they know your situation and can respond to your concerns promptly.

If you are not happy with the result, or if you do not feel it is appropriate to talk to them, phone and make an appointment to discuss your concerns with the RTO Manager in our New South Wales office on 02 4962 4435.

If your complaint cannot be resolved in an informal way, we may ask you to put it in writing. It is important that you include specific details of the situation and tell us what you would like to happen

as a result of your complaint. We can help you to put your complaint in writing if you require it.

### Complaints procedures

For more information on complaints please refer to our Complaints and Appeals Procedure found on our websites.

**HIA website** [www.hia.edu.au](http://www.hia.edu.au) – the procedure can be found at the bottom of each page in the link [Student Documents](#).

**Daniels website** [www.danielsassociates.com.au](http://www.danielsassociates.com.au) – the procedure can be found at the top of each page under the [Student](#) link.

### Unresolved disputes

If you feel that you have not been treated fairly or that the result is unreasonable, you may wish to seek a review from an independent organisation. The new (January 2015) National Training Complaints Hotline is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au).

### Consumer Protection Policy

Daniels Associates consumer protection strategy is based on a set of principles regarding the rights and obligations of students and prospective students and our obligations to protect those rights. More information on our commitment to Consumer Protection is found within our Complaints and Appeals Procedure on our website under student information.

On notification of any complaint by a student, the complaint handling processes specified within this Policy will be actioned. Complaints are also be monitored for continuous improvement purposes

### Access to records

Students have access to their records so they can be fully informed of their progress throughout any qualification they are enrolled. Daniels Associates will provide access to records we hold unless there is a legal reason, we cannot provide access to it. If we are unable to provide access, the reasons for this will be communicated to the student.

Students must provide a written request for the records they wish to access. The request will be assessed, and a response provided within 3 business days.

### Employer services

All Daniels Associates courses are conducted in accordance with national accreditation guidelines under any relevant state government contracts and in accordance with the "[\*Standards for Registered Training Organisations 2015\*](#)".

We provide free administrative assistance and advice to employers in maximizing employee satisfaction and associated productivity benefits.

We provide free administrative assistance and advice to help employers maximize the use of government training subsidies to your company.

We provide free administrative assistance with internal documentation, employer progress payments and employer reporting obligations.

We provide advice regarding relevant state and federal government agencies associated with vocational training.

### Employer benefits

New Apprenticeships provide flexible learning alternatives that can be tailored to best suit the needs and requirements of every workplace. Additionally, there are substantial government incentives for employers to fund the cost of training its employees.

The Federal Government provides employers cash incentive grants for each employee under the New Apprenticeship Scheme.

Various state funding arrangements for employees enrolled in an Australian Apprenticeship include payroll tax and workers compensation exemptions/rebates. These exemptions/rebates vary from state to state.

Accredited employee training improves staff productivity, staff morale and reduces employee turnover.

Flexible training hours to minimize impact on the workplace.

There are no start or end dates so training can commence whenever it is convenient.

### Questions?

If you have any questions about the information contained in this handbook or would like to request a copy of any of our policies and procedures, please contact one of our friendly staff.