



Learner Handbook

Dymocks Training

RTO: 45981

Suite 3, Level 3, 1-3 Fitzwilliam St Parramatta NSW 2150

02 8774 2612

Email: success@dymockstraining.edu.au

Website: <https://www.dymockstraining.edu.au>

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WELCOME

Welcome to Dymocks Training.

We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career and / or job role.

Purpose of this handbook is to provide you with all the information that you need to know about studying with Dymocks Training.

STUDYING THROUGH DYMOCKS TRAINING

Dymocks Training aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), Dymocks Training have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the *Standards for RTOs 2015* which are part of the VET Quality Framework.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment also comply. This includes our training partners, marketing brokers and salespeople, if applicable.

As the RTO, we have the responsibility to issue your AQF (Australian Qualification Framework) certification documents in line with our issuance policy and as outlined in this handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our *Complaints and Appeals Policy* outlined further on in this handbook.

OUR CONTACT DETAILS

Address: Suite 3, Level 3, 1-3 Fitzwilliam St Parramatta NSW 2150

Phone: 02 8774 2629

Email: success@dymockstraining.edu.au

Website: <https://www.dymockstraining.edu.au>

Office hours: 9am – 5pm Monday to Friday.

COURSES PROVIDED BY DYMCKS TRAINING

Dymocks Training offers the following courses, please click the link to view more information on the qualifications pages of our website: <https://www.dymockstraining.edu.au>

Full courses:

- **BSB40520** Certificate IV in Leadership and Management
- **BSB41419** Certificate IV in Work Health and Safety

Skill sets (Statement of Attainment):

- **BSBSS00119** Customer Service Skill Set, which includes the following units:
 - **SIRXCEG002** Assist with customer difficulties
 - **BSBOPS304** Deliver and monitor a service to customers
 - **BSBOPS305** Process customer complaints
 - **SIRXPDK001** Advise on products and services
- **SIRSS00022** Manage Disrespectful, Aggressive or Abusive Customers Skill Set, which includes
 - **SIRXCEG008** Manage disrespectful, aggressive or abusive customers

Short courses / units of competency (Statement of Attainment):

- **HLTAID009** Provide cardiopulmonary resuscitation
- **HLTAID011** Provide First Aid
- **HLTAID012** Provide First Aid in an education and care setting
- **CPCWHS1001** Prepare to work safely in the construction industry (a Statement of Training will also be issued, which enables the learner to obtain a Construction Industry White Card through SafeWork NSW)

SELECTION AND ENROLMENT

Dymocks Training accepts applications from all learners who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the course outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for credit(s) (CT) you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for credit(s). See the section on credits in this handbook below.

You will be contacted within 10 days to let you know the status of your application and to confirm your details. At that point, if your enrolment is proceeding, we will arrange an entry interview to confirm your suitability and support needs. This may be done over the phone or face-to-face depending on your location.

To confirm your enrolment, you will be required to sign the *Learner Agreement* and *Letter of Offer* we send you and make payment of the deposit amount indicated.

Upon approval of your application, you will be sent further information about how to get started in your course such as when and where you will need to attend, which information or course materials you need to read prior and who to contact if you have any questions.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the

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Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any learner that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a learner you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Learners/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Dymocks Training can grant you credit towards your course / qualification for units of competency or modules that you have already completed with another RTO or authorised issuing organisation.

We can also grant you Credit for units you have completed where equivalence can be established between the unit/ module in your course, and the unit you have completed. This may be a preceding unit that is deemed 'equivalent'.

A small charge will apply for each unit of competence that is approved for credit transfer (CT).

To apply, fill in the Credit Application Form and submit it as part of your /application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. If this is the case, you will be advised in writing. You will also be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work, hobbies and life experience and other unrecognised training, is formally recognised.

Dymocks Training has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to learner wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer / assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. This will all

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need to be supported by credible evidence. If RPL is determined as a possibility for you, you will be provided with a RPL Assessment Kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer / assessor will be available to assist you throughout this process.

To apply for RPL, you will be required to complete a RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process. If you are deemed a suitable candidate, the assessor will have a competency conversation with you. This is to ascertain whether you will be able to provide suitable evidence in support of your previously acquired skills and knowledge. If the competency conversation establishes that you will be able to gather suitable evidence, they will guide you through the RPL kit for that unit of competency.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the context, observation of your work skills in your workplace. You may be required to complete some assessments as part of the process to demonstrate your competency.

If you are unable to provide suitable evidence, you may be provided with the option of an 'Assessment Only' pathway. If this is the case, they will discuss this further with you.

Please refer to the course outline for an outline of applicable RPL fees. For more information about submitting an application for RPL, contact our office.

COURSE LOCATIONS



Suite 3, Level 3, 1-3 Fitzwilliam St Parramatta NSW 2150

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other learners in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting, if training on site (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a learner.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also ensure that we have all the required forms and paperwork completed.

At your induction you will receive login details to the aXcelerate Learner Management System (LMS), and access to your first set of learning materials so that you can start on your learning journey. Depending on the course, learning materials may be given to you in a hard copy format, or via aXcelerate. If you have been given access to your learning materials via aXcelerate, and you would like to also have a hard copy, please let your assigned trainer / assessor know, so that they can arrange this for you.

General housekeeping arrangements are also discussed as stated in the section below.

LEARNER CODE OF CONDUCT

All learners are expected to abide by this Code of Conduct during their participation in their course with Dymocks Training. Learners who do not abide by this Code of Conduct may experience disciplinary procedures.

1. Learner's rights

All learners have the right to:

- Be treated fairly and with respect by all learners, staff, contractors and visitors.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our *Privacy Policy & Procedure* and legislative requirements.
- Access the information Dymocks Training holds about them, if required and requested.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs and support their learning journey.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress at any given time.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Dymocks Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it may affect them as soon as practicable.

2. Learner's responsibilities

All learners, throughout their training and involvement with Dymocks Training, are expected to:

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- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any Dymocks premises, any articles or items that may threaten the safety of self or others, drugs of any type, alcohol or sharps such as needles and syringes.
- Notify Dymocks Training if any of their personal or contact details change.
- Provide relevant and accurate information to Dymocks Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly, without plagiarism, use of AI or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed, dated and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Dymocks Training if any difficulties arise as part of their involvement in the program.
- Notify Dymocks Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes and as per payment plan, where applicable.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Dymocks Training focuses on providing you with knowledge and skills required to the standard of performance required in industry and the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”.

You may either be studying one or a few units of competency or a set of units that make up a skill set or a whole qualification. Each unit of competency is linked to specific skills and knowledge required in industry and the workplace.

Some of our courses may be delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training for all units in a cluster at the same time, but your assessments will be completed separately and individually.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes – face-to-face or online, a workplace component, workplace training and assessment visits and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical skills activities which are observed by your assessor.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the course outline.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own ('Authentic'). Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor, submitted via the aXcelerate LMS (if you have been given a login), or sent by registered mail to:

Suite 3, Level 3, 1-3 Fitzwilliam St, Parramatta, NSW 2150

You must keep a copy of all tasks that you submit as Dymocks Training are not able to return copies as they must be retained as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 14 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the *Assessment Task Cover Sheet*.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NYS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Yet Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Yet Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome for the unit overall. This may incur an additional fee for self-funded learners as identified in the fees and charges information.

Reasonable adjustment in assessment

Some learners may need modifications to assessments due to disability (visible and invisible), illness or special considerations – this is called '*reasonable adjustment*'.

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Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper or larger font.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops or have a standup desk provided.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions completed orally with your assessor via questions and answers.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with an assessment decision, you can lodge an *assessment appeal*. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

LEARNER PLAGIARISM, CHEATING AND COLLUSION

Dymocks Training has a no tolerance policy for plagiarism, cheating and collusion. Learners are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparation of the assessment submission.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own ('Authentic') and that you have not cheated or plagiarised the work or colluded with any other learner/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded in the resulting investigations, we will be required to take disciplinary action, which is likely to require you to complete the assessment again. This may be a different assessment, or a verbal challenge assessment.

Use of Artificial Intelligence (AI)

When completing assessments and preparatory work, learners must be mindful of the limitations of Artificial Intelligence (AI) and tools such as ChatGPT. These tools might provide outdated or incomplete information and may not be fully aligned with industry-specific or Australian context requirements. Additionally, AI lacks the ability to convey authentic human experiences that convey the complexities of life's activities.

Although AI may offer correct answers, it does not demonstrate a learner's personal mastery of the subject or their ability to apply what they have learned in real-world situations. It's important to showcase your own understanding and knowledge in your work.

AI search results may not always offer the correct or accurate solutions to an issue. Recent court submissions by lawyers created through AI tools, have been found to be inaccurate regarding the legislation cited and the precedents used to rely on. They simply did not exist, and submissions had to be amended to accurately reflect legislation and precedents.

If an assessor suspects that the assessment submissions have been generated by AI and may not be the learner's own work, they may wish to discuss this with you, and decide on a course of action.

SUPPORT SERVICES

Dymocks Training are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing, numeracy or use of digital technology.

The enrolment form you complete will help us to identify any support you may need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the initial induction.

Services that can be offered or arranged may include:

- One-on-one support from our trainers / assessors including providing you with access to them via the aXcelerate LMS.
- Additional support or mentoring classes to assist with study skills.
- Study groups where you can work with your fellow learners.
- Referral to relevant external services within your community.

Contact us at 02 8774 2612 to discuss your support needs.

EXTERNAL SUPPORT SERVICES

For learners requiring additional support with their studies, work or life, Dymocks Training provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

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Healthdirect Australia

<https://www.healthdirect.gov.au/>

Phone: 1800 022 222

Symptom checker, medicines and health information.

MindSpot

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or they can help find local services.

Butterfly Foundation

Phone: 1800 334 673 website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

The Anti-Discrimination Board of NSW

<http://www.antidiscrimination.justice.nsw.gov.au/>

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Legal Aid NSW

www.legalaid.nsw.gov.au

Free legal helpline: 1300 888 529

State wide organisation providing legal services to socially and economically disadvantaged people across NSW. Provider of legal services in most areas of criminal, family and civil law.

Sydney Multicultural Community Services

<http://www.sydneycomcs.org.au/about-us/>

Phone: (02) 9663 3922, Fax: (02) 9662 7627

Address: 3 General Bridges Cres, Daceyville NSW 2032

Email: info@sydneycomcs.org.au

Sydney MCS focuses on providing specialised support services for the direct relief of suffering and enhancing the quality of life of people from CALD communities, including the aged, newly arrived migrants,

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refugees and those in crisis, or suffering from language barriers, isolation, frailty, disability, sickness, dislocation, poverty, disadvantage, destitution, misfortune and helplessness.

Family & Community Services – Ageing, Disability & Home Care

<https://www.adhc.nsw.gov.au/>

ADHC is responsible for providing services and support to:

- Older people
- People with a disability
- Their families and carers

For people with disability services include:

- Early intervention for children and young people
- Learning new skills for work or leisure
- Everyday living support, including therapy, case management and behaviour support
- Somewhere to live
- Advocacy and information services
- Help at home, including personal care, domestic tasks and meals

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from learners and employers to contribute to our continuous improvement processes so we are always striving to do better.

All learners and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office or via the SMS (Student Management System).

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regard to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses will be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a *Suggestion for Improvement Form*, available on request by email or at our head office.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Dymocks Training holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Team / CEO using the *Access to Records Request Form* outlining which records you wish to access. There is no charge to access your records however there is a cost of 25 c per page for photocopying or printing.

Access to records may be provided by:

- Making copies of the records held in a file
- Providing a time for you to review your file

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- Emailing you reports or exports of data or by providing a link or portal to access records online or via the aXcelerate LMS.

Amendment to records

If a learner considers the information that Dymocks Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended using the *Change of Details Form*.

Where a record is found to be inaccurate, a correction will be made. Where a learner requests that a record be amended because it is inaccurate but the record is in fact found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO (Dymocks Training), the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Learner Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Dymocks Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the *Change of Details Form*.

LEGISLATION AND YOU

As a learner, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the *Work Health and Safety Act 2011*, Dymocks Training must provide a safe environment for both staff and learners, as well as providing information to staff and learners in relation to health and safety and welfare. Dymocks Training has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a learner you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Dymocks Training emergency evacuation procedures on the campus and in the case of an emergency, follow the instructions given to you.

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- Do not leave bags or personal belongings lying around where someone else could trip over them or they could be lost.
- Do not smoke, vape, drink alcohol or take any drugs on the premises. If you must take prescription drugs, it is advisable to discuss this with your trainer/assessor and show them the prescription or dispense so that they are briefed accordingly.
- Observe basic hygiene practices such as hand washing before handling and eating food, after using the bathrooms and ensuring you leave toilets and wash basins clean and tidy, etc.
- Always wash up your dishes and benchtop areas in the kitchen after use. If a dishwasher is provided, please ensure everything is neatly stacked in the dishwasher for the next cycle.

Harassment, victimisation or bullying

Dymocks Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Dymocks Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that is unwanted, that offends, humiliates or intimidates you and that may create a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive or sexist jokes, ignoring someone, or targeting specific characteristics of a person, such as age, ethnic and cultural background, accents, visible and non-visible disabilities, physical size etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or learner. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or learner, you must report this to your Dymocks Training trainer / assessor or alternative staff member or administration.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and request that they stop. However, if you are not comfortable doing this, you should lodge a complaint as per Dymocks Training *Complaints and Appeals Policy and Procedure* as detailed in this handbook.

Equal opportunity

The principles and practices adopted by Dymocks Training aim to ensure, that current and prospective learners, clients and other stakeholders are treated fairly and equitably in their dealings with Dymocks Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Dymocks Training provides equity in access to the level of training and support required by each learner. All learners are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All learners are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a learner in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job opportunities you seek or provides a pathway to further study.

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As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), we are required to comply with the National VET Regulator Act 2011 (NVR Act). This involves meeting a series of Standards and quality assurances, that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards and framework.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all learners have a USI (Unique Student Identifier). We are unable to issue a qualification or a statement of attainment for any learner if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available on your USI account in 2016.

For learners and training organisations, the main benefits of the USI are:

- Learners will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess learners' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

YOUR PRIVACY

In collecting personal information, Dymocks Training complies with the requirements set out in the *Privacy Act 1988*, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Dymocks Training operates.

Personal information, including sensitive information, is collected from individuals in order that Dymocks Training can carry out its business functions. Dymocks Training only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by Dymocks Training if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Dymocks Training functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.

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- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

Dymocks Training ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Dymocks Training to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Dymocks Training if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Dymocks Training retains evidence that the learner has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.education.gov.au/privacy-notice-and-student-declaration>

Our full privacy policy is available on our website at: <https://www.dymockstraining.edu.au/privacy/>

FEES AND REFUNDS POLICY

1. Information about fees and charges

- Dymocks Training protects the fees that are paid in advance by learners by not requiring a learner to pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
 - Fees will be paid off during the course in instalments according to a set payment plan which meets these requirements
- Fee information relevant to a course is outlined in detailed in the *Learner Agreement* and summarised on the course outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees
 - Any other costs payable to the RTO including costs for recognition of prior learning (RPL) applications, and credit transfers (CT) if applicable
 - Payment terms and conditions including deposits, refunds and payment plans if applicable
- The *Learner Agreement* and the *Learner Handbook* which are provided prior to enrolment, includes the *Fees and Refund Policy* and informs the learner of their consumer rights. Learners are asked to sign the *Learner Agreement* in acknowledgement of the terms and conditions of the enrolment and this policy.

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- Where an employer is paying for a learner's course, an *Employer Agreement* will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable. If an employer is paying the fees on a learner's behalf, the fee may be paid in total prior to commencement of the course.
- No cooling-off period applies as Dymocks Training does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).

2. Course fee inclusions

- Course fees as applicable to each course are detailed on the *Learner Agreement* and include:
 - All of the training and assessment as well as educational support services required for learners to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Where a learner fails to achieve a satisfactory outcome after three attempts at an assessment task, the learner will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
 - One copy of the required text books and / or learning materials for each learner unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of a short course, withdrawal or partial completion).
- Course fees do not include:
 - Any optional textbooks / resources and materials that may be recommended but not required to complete a course.
 - Replacement textbooks / resources if original copies are lost or misplaced. Costs for replacement textbooks / resources are outlined on the Learner Agreement.
 - Stationery such as paper and pens or other personal use items such as computers, tablets or internet access that may be required to complete homework tasks.
 - Printing costs (if required).
 - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.
- Dymocks Training cannot guarantee that learners will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Payments

- Payments can be accepted by electronic transfer, cheque, money order or in person at our head office.
- Learners who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Dymocks Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Learners with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4. Refunds for fee-for-service learners

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- All course fees for fee-for-service learners include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Dymocks Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A learner not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the learner to a refund.
- RPL (Recognition of Prior Learning) and CT (Credit Transfer) application fees are non-refundable.
- Learners who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Refund Application Form*. The application must include the details and reason for the request. Learners who have not completed a *Withdrawal Form* / advised Dymocks Training of their request to withdraw in writing are not eligible for consideration of a refund or reduction in fees.
- In the unlikely event that Dymocks Training or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the learner will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Dymocks Training or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Dymocks Training ceases to deliver the course in which a learner is enrolled and the agreement is terminated.
 - Where Dymocks Training needs to make a change to the terms of the *Learner Agreement* (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the learner to account for changes.

In any of the above situations, Dymocks Training will automatically conduct a refund assessment of all affected learners and issue the refunds due to the Fee Payer accordingly. In these cases, there is no need for a learner to make an individual application for a refund. Refunds will be issued within 28 business days.

- The refund assessment will be based on reviewing the services and/or materials provided to the learner and the costs incurred by Dymocks Training in the provision such as:
 - Text books or other materials provided
 - Training provided and received (e.g. number of meetings/classes/visits etc.)
 - Individual support and mentoring provided by the trainer/assessor
 - Assessments marked or feedback provided (including RPL)
- The outcome of the refund assessment will be provided in writing to the learner's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy & Procedure*.

5. Recording and payment of refunds

- Refunds will **ONLY** be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the learner's file and in our accounts keeping system.

6. Publication

- Dymocks Training will publish in a prominent place on its website the following:
 - Costs for fee for service programs.

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- The Fees and Refunds Policy and Procedure.

ADDITIONAL FEES AND CHARGES

Dymocks Training has the following of additional charges which may apply in some circumstances.

Type and circumstance in which it applies	Charge
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required.
Additional copies of textbooks or any other learning and assessment resources Where original provided is lost or misplaced. 1 copy of each required resource is included in course fees.	A fee of \$120 per textbook or \$20 per printed document applies if required.
Printing and photocopying Printing costs as may be required to complete assessments, or homework activities, or if learners require a copy of any records that Dymocks Training holds about them.	Dymocks Training provides printing or copying for a cost of 25c per page, however learners may use their own or other printing facilities.
Re-enrolment fee (per unit) Where a learner fails to achieve a satisfactory outcome after three attempts at an assessment task, the learner will need to re-enrol into the unit or units in question.	Pro-rata course fee based on the number of units required to be undertaken. Varies refer to Course Outline and Learner Agreement for applicable fees.
Recognition of Prior Learning (RPL) Fees Application Fee & Fee per unit assessed by RPL <i>Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</i>	Varies refer to Course Outline and Learner Agreement for applicable fees.

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

1. Nature of complaints and appeals

- Dymocks Training responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of Dymocks Training.
 - Any learner or client of Dymocks Training.
- Complaints may be made in relation to any of Dymocks Training's services and activities such as:
 - The application and enrolment process
 - Marketing information
 - The quality of training and assessment provided
 - Training and assessment matters, including learner progress, learner support and assessment requirements
 - The way someone has been treated

- The actions of another learner
- An appeal is a request for a decision made by Dymocks Training to be reviewed. Decisions may have been about:
 - Course admissions
 - Refund assessments
 - Response to a complaint
 - Assessment outcomes / results
 - Other general decisions made by Dymocks Training

2. Principles of resolution

- Dymocks Training is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Dymocks Training ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Dymocks Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a learner chooses to access this policy and procedure, Dymocks Training will maintain the learner's enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

- Dymocks Training will maintain a record of all complaints and appeals and their outcomes, which will be securely stored according to the Privacy Policy and Procedure.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (10) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Dymocks Training's head office at Suite 3, Level 3, 1-3 Fitzwilliam St Parramatta NSW 2150 with attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Dymocks Training to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Any witness accounts, duly signed and dated by the witness(es).
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

6. Resolution of complaints and appeals

- Some or all members of the management team of Dymocks Training will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- Dymocks Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 0432 670 327 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Dymocks Training.
- Dymocks Training may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Dymocks Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

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For more information about the National Training Complaints Hotline, refer to the following webpage:
<https://www.education.gov.au/NTCH>

- **Australian Skills Quality Authority (ASQA):**

Complainants may also complain to Dymocks Training's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Dymocks Training in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For learners:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted the Dymocks Training formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the following webpage below before making a complaint to ASQA:
<https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/complaints-about-training-providers>

For other stakeholders:

- Information about the process and information you should provide is available here:
[https://www.asqa.gov.au/about-us/how-asqa-uses-feedback#:~:text=Poor%20quality%20training%20can%20affect,and%20training%20\(VET\)%20sector.](https://www.asqa.gov.au/about-us/how-asqa-uses-feedback#:~:text=Poor%20quality%20training%20can%20affect,and%20training%20(VET)%20sector.)

9. Publication

The *Complaints and Appeals Policy and Procedure* will also be published on the website.

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur / certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a learner withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Dymocks Training reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Dymocks Training is not permitted to do so by law.

Dymocks Training must have a valid USI on file for the learner for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Learners can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

POLICY DEFINITIONS

Appeal means a request for a decision made by Dymocks Training to be reviewed

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ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Dymocks Training

Fee Payer means the nominated payer of a learner's course fees, usually either the learner or the employer paying on behalf of the learner

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as learner counselling, mediation or ICT support

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

LEARNER FORMS

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect