

PARTICIPANT HANDBOOK

Version 7



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About Distance Learning Australia Pty Ltd

Distance Learning Australia Pty. Ltd. Is a Private Registered Training Organisation (RTO No 88159) and has established itself as a provider of high quality training and assessment services throughout Australia.

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

Australian Qualifications

Programs run by DLA result in, or provide pathways to an Australian Qualification. Details can be found at training.gov.au.

To see qualifications on our scope, please visit training.gov.au and search 88159 in the search for an RTO section.

DLA's Commitment

Regardless of the program, the content of all training and development courses will be delivered with a commitment to quality and participant satisfaction. DLA will provide high quality training and development in a learning environment designed to assist you in your endeavours. Management will ensure that adequate learning resources and an environment conducive to learning and personal and professional development are maintained to enable you to succeed in your goals and objectives.

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

culture of continuous improvement.

- Distance Learning Australia will review the physical and financial requirements of the organisation at the commencement of each budget period, to ensure sufficient resources are allocated to the training function.

Code of Practice

Staff and Participants of Distance Learning Australia will:

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

Expectations of Participants

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

1. All Participants/Trainees are expected to attend training to successfully complete their course(s). Attendance means attending a face to face class, or logging in to your online course.
2. When training is conducted within the workplace, you are required to wear clean, neat appropriate clothes, as directed, including any personal protection equipment required by OH&S laws.
3. You must maintain a high standard of presentation at all times. Use sensible judgement when preparing to enter a workplace. Always remember that impressions last and that positive work placements could lead to good references and possible employment opportunities. A workplace will have their own policies and procedures. Check with the workplace and DLA if unsure.

4. Participate in all facilitated activities and carry out any tasks that may be asked by your facilitator to the best of your ability.
5. Complete Self-Paced Learning Workbooks / Modules, Training Record Books and/or assessments as required.
6. Produce a Doctor's Certificate for sick days upon returning to class or after periods of time when studying by elearning. You must advise your facilitator if you will be unable to attend your study for a particular day. Absenteeism may result in Units not being completed, or competencies not being achieved. Excessive absenteeism may result in your removal from the program. In the case of e-learning we expect you to notify your trainer if you are unable to continue your course for long periods of time, or to request a timeframe extension and to provide evidence when asked (refer to extension policies and procedures given when you log in to your course)
7. If you are unable to attend off-the-job training or structured training sessions/ workshops, you must contact your employer and assessor.
8. Advise your trainer or DLA administration of any concern that you may have regarding your progress throughout your Participant/Traineeship or training program.
9. Advise Distance Learning Australia of any changes in your personal details by email or on a Change of Participant Enrolment Details Form.
10. You must keep training areas and facilities tidy at all times.
11. Consumption, or being under the influence of alcohol or illicit substances during the training hours is unacceptable, and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Participant/Traineeship or training program.
12. Your behaviour must not disrupt or threaten other Participant/Trainees, or company personnel. Abusive or threatening behaviour or physical violence may result in instant expulsion from your program.
13. You must not commit plagiarism intentionally.
14. Failure to comply with points 11, 12 and 13 above will result in you suspension and/or expulsion from you Participant/Traineeship or training program.

The NVR Standards

Distance Learning Australia is a registered training organisation. Vocational Education and Training qualifications can only be delivered by a Registered Training Organisation (RTO), who meets the auditing requirements of government departments.

Australian Skills Quality Authority (ASQA)

Distance Learning Australia will adhere to the requirements of ASQA and the National Vocational Education and Training Regulator Act 2011 <http://www.comlaw.gov.au/Details/C2011A00012>

and acts and regulations found at:

www.legislation.act.gov.au/a/default.asp
http://www.austlii.edu.au/au/legis/cth/consol_act/

The VET Quality Framework comprises:

- the Standards for NVR Registered Training Organisations
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements

DLA is also bound by Legislation, Regulations and contracts with departments of the States and Territories of Australia:

- [New South Wales](#)
- [Queensland](#)
- [Victoria](#)
- [Western Australia](#)
- [South Australia](#)
- [Tasmania](#)
- [Australia Capital Territory](#)
- [Northern Territory](#)

Other Legislative Requirements

DLA holds a policy on Legislative requirements which receives constant updates. Following are some, but not all, of the requirements.

Access & Equity

DLA commits to access and equity across the organization. Australian federal and state legislation makes it unlawful for organisations to discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

The following legislation underpins all matters related to access and equity at DLA:

Federal laws

- [Australian Human Rights Commission Act 1986](#)
- [Age Discrimination Act 2004 \(Cth\)](#)
- [Disability Discrimination Act 1992](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)

State and Territory laws

- [Australian Capital Territory Discrimination Act 1991 \(ACT\)](#)
- [New South Wales Anti-Discrimination Act 1977 \(NSW\)](#)
- [Northern Territory Anti-Discrimination Act 1996 \(NT\)](#)
- [Queensland Anti-Discrimination Act 1991 \(QLD\)](#)
- [South Australia Equal Opportunity Act 1984 \(SA\)](#)
- [Tasmania Anti-Discrimination Act 1998 \(TAS\)](#)
- [Victoria Equal Opportunity Act 1995 \(VIC\)](#)
- [Western Australia Equal Opportunity Act 1984 \(WA\)](#)

Reference: <http://www.hreoc.gov.au>

Specific Principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Sexual Harassment Policy

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

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

All Participants and employees are expected to comply with this policy during all training and workplace activities. For the purpose of implementing this policy, the following definition of sexual harassment shall apply:

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

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

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

Anti Discrimination Policy

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

Fair Work System

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

Workplace Health and Safety (WHS)

Distance Learning Australia is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of occupational health, safety and security by adhering to government legislation and taking personal interest in the wellbeing of our staff and visitors. All employees, contractors and visitors to our organisation are encompassed by our Workplace Health and Safety policy.

DLA is bound by the [Safe Work Australia Act 2008](#) The act can be viewed by searching <http://www.comlaw.gov.au>

Who is responsible for Workplace Health and Safety?

Participants

Participants are not only responsible for their own health and safety, but the health and safety of others within their working environment. Participants must report unsafe working conditions, faulty equipment and accidents in the workplace immediately to their Trainer. Participants must

abide by safe working practices and comply with health and safety practices. Participants who do not abide by the practices may be subject to disciplinary action.

Employees

Employees are responsible for the implementation and instruction of all company Workplace Health and Safety procedures and are also responsible for ensuring that other staff members are adhering to the procedures set by the company.

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

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

Privacy

DLA commits to keeping student, staff and contractors' information private. DLA adheres to Commonwealth, State and Territory legislation relating to privacy.

In the course of its business, Distance Learning Australia (DLA) may collect information from students or persons seeking to enroll with DLA, either electronically or in hard copy format, including information that personally identifies individual users. The RTO may also record communications between individuals and DLA before and during a course of study.

Use of Personal Information

DLA will only collect personal information by fair and lawful means which is necessary for the functions of the organization. DLA has a commitment and a legal obligation to ensure confidentiality and security of information provided.

Information supplied by organisations and individuals to DLA will only be used to provide information required to enable DLA to operate its business successfully. This includes information provided by employees, employers, contractors, other RTOs, course participants and any other individual.

For example, to maintain proper training and assessment records, information is collected from a participant. If an individual chooses not to give DLA certain information then DLA may be unable to enroll that person in a course or supply them with accurate information.

In collecting personal information DLA will comply with the Privacy Acts set out below:

Federal Privacy Act 1988 : <http://www.comlaw.gov.au/Details/C2012C00414>

The federal Privacy Act does not regulate state or territory agencies, except for the Australian Capital Territory (ACT). For information on privacy regulations in the states and territories please refer to the appropriate state or territory section below:

- [Australian Capital Territory](#)
- [Northern Territory](#)
- [New South Wales](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

Disclosure of Personal Information

- Personal information about students studying with DLA will be shared with the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes.

DLA will not disclose an individual's personal information to another person or organisation unless:

- The individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organization.
- The individual concerned has given written consent to the disclosure.
- DLA believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person.
- The disclosure is required or authorised under law. Any person or organisation to which personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Security of Personal Information

- DLA will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.
- DLA will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse or disclosure.

Access to Records

Individuals have the right to access or obtain a copy of the personal information that DLA holds about them.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our

records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area. Our electronic records are stored in our participant records software system and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a backup of our computer systems to an external drive which is stored off site.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as a RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our participant record software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the NVR Standards such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).Or
- participants authorising releases of specific information to third parties in writing,
- The participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment.

Working with Children

We do accept people under the age of 18 in our training programs.

DLA's CEO has the responsibility to ensure that all staff (direct) of DLA have completed necessary working with children checks.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/nch/resources/police/policechecks.html>

Further information on the Working with Children’s Check is available from DLA.

Mandatory Reporting

The legal requirement to report suspected cases of child abuse and neglect is known as mandatory reporting. All jurisdictions possess mandatory reporting requirements of some description. However, the people mandated to report and the abuse types for which it is mandatory to report vary across Australian states and territories.

Who is mandated to make a notification?

The groups of people mandated to notify their concerns, suspicions or beliefs to the appropriate statutory child protection authority range from a limited number of specified persons in specified contexts (Queensland) through to every adult (Northern Territory).

The relevant Acts and Regulations in the Australian Capital Territory, New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia contain lists of particular occupations that are mandated to report. Some states have a limited number of occupations listed, such as Queensland (doctors, departmental officers, and employees of licensed residential care services) and Victoria (police, doctors, nurses and teachers). Other jurisdictions have more extensive lists (Australian Capital Territory, South Australia, and Tasmania) or use generic descriptions such as "professionals working with children".

Table 1 below provides an overview of who is legally mandated to report suspected child maltreatment to statutory child protection services in each state and territory.

In addition to state and territory law, there are provisions within Commonwealth legislation that relate to mandatory reporting. Under the *Family Law Act 1975* (Cth), personnel from the Family Court of Australia, the Federal Magistrates Court and the Family Court of Western Australia also have mandatory reporting obligations. This includes registrars, family counsellors, family dispute resolution practitioners or arbitrators, and lawyers independently representing children's interests. Section 67ZA states that when in the course of performing duties or functions, or exercising powers, the above court personnel have reasonable grounds for suspecting that a child has been abused, or is at risk of being abused, the person must, as soon as practicable, notify a prescribed child welfare authority of his or her suspicion and the basis for the suspicion (see Section 67ZA of the Family Law Act 1975 <www.austlii.edu.au/au/legis/cth/consol_act/fla1975114/s67za.html>).

Table 1: Mandatory reporting requirements across Australia*

Who is mandated to notify?	What is to be notified?	Maltreatment types for which it is mandatory to report	Relevant sections of the Act/Regulations
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Table 1: Mandatory reporting requirements across Australia*

	Who is mandated to notify?	What is to be notified?	Maltreatment types for which it is mandatory to report	Relevant sections of the Act/Regulations
ACT	A person who is: a doctor; a dentist; a nurse; an enrolled nurse; a midwife; a teacher at a school; a person providing education to a child or young person who is registered, or provisionally registered, for home education under the <i>Education Act 2004</i> ; a police officer; a person employed to counsel children or young people at a school; a person caring for a child at a child care centre; a person coordinating or monitoring home-based care for a family day care scheme proprietor; a public servant who, in the course of employment as a public servant, works with, or provides services personally to, children and young people or families; the public advocate; an official visitor; a person who, in the course of the person's employment, has contact with or provides services to children, young people and their families and is prescribed by regulation	A belief, on reasonable grounds, that a child or young person has experienced or is experiencing sexual abuse or non-accidental physical injury; and the belief arises from information obtained by the person during the course of, or because of, the person's work (whether paid or unpaid)	Physical abuse Sexual abuse	Section 356 of the <i>Children and Young People Act 2008</i> (ACT)
NSW	A person who, in the course of his or her professional work or other paid employment delivers health care, welfare, education, children's services, residential services or law enforcement, wholly or partly, to children; and a person who holds a management position in an organisation, the duties of which include direct responsibility for, or direct supervision of, the provision of health care, welfare, education,	Reasonable grounds to suspect that a child is at risk of significant harm; and those grounds arise during the course of or from the person's work	Physical abuse Sexual abuse Emotional / psychological abuse Neglect Exposure to family violence	Sections 23 and 27 of the <i>Children and Young Persons (Care and Protection) Act 1998</i> (NSW)

Table 1: Mandatory reporting requirements across Australia*

	Who is mandated to notify?	What is to be notified?	Maltreatment types for which it is mandatory to report	Relevant sections of the Act/Regulations
	children's services, residential services or law enforcement, wholly or partly, to children			
NT	Any person with reasonable grounds	A belief on reasonable grounds that a child has been or is likely to be a victim of a sexual offence; or otherwise has suffered or is likely to suffer harm or exploitation	Physical abuse Sexual abuse Emotional / psychological abuse Neglect Exposure to physical violence (e.g., a child witnessing violence between parents at home)	Sections 15 and 26 of the <i>Care and Protection of Children Act 2007</i> (NT)
	Registered health professionals	Reasonable grounds to believe a child aged 14 or 15 years has been or is likely to be a victim of a sexual offence and the age difference between the child and offender is greater than 2 years.	Sexual abuse	Section 26 of the <i>Care and Protection of Children Act 2007</i> (NT)
QLD	An authorised officer, employee of the Department of Child Safety, a person employed in a departmental care service or licensed care service	Awareness or reasonable suspicion of harm caused to a child placed in the care of an entity conducting a departmental care service or a licensee	Physical abuse Sexual abuse or exploitation Emotional / psychological abuse Neglect	Section 148 of the <i>Child Protection Act 1999</i> (Qld)
	A doctor or registered nurse	Awareness or reasonable suspicion during the practice of his or her profession of harm or risk of harm	Physical abuse Sexual abuse or exploitation Emotional / psychological abuse	Sections 191-192 and 158 of the <i>Public Health Act 2005</i> (Qld)

Table 1: Mandatory reporting requirements across Australia*

Who is mandated to notify?	What is to be notified?	Maltreatment types for which it is mandatory to report	Relevant sections of the Act/Regulations
		Neglect	
The staff of the Commission for Children and Young People and Child Guardian	A child who is in need of protection under s10 of the <i>Child Protection Act</i> (i.e., has suffered or is at unacceptable risk of suffering harm and does not have a parent able and willing to protect them)	Physical abuse Sexual abuse or exploitation Emotional / psychological abuse Neglect	Section 20 of the <i>Commission for Children Young People and Child Guardian Act 2000</i> (Qld)
SA Doctors; pharmacists; registered or enrolled nurses; dentists; psychologists; police officers; community corrections officers; social workers; teachers; family day care providers; employees/volunteers in a government department, agency or instrumentality, or a local government or non-government agency that provides health, welfare, education, sporting or recreational, child care or residential services wholly or partly for children; ministers of religion (with the exception of disclosures made in the confessional); employees or volunteers in a religious or spiritual organisations	Reasonable grounds that a child has been or is being abused or neglected; and the suspicion is formed in the course of the person's work (whether paid or voluntary) or carrying out official duties	Physical abuse Sexual abuse Emotional / psychological abuse Neglect	Section 11 of the <i>Children's Protection Act 1993</i> (SA)
TAS Registered medical practitioners; nurses; dentists, dental therapists or dental hygienists; registered psychologists; police officers; probation officers; principals and teachers in any educational institution; persons who	A belief, suspicion, reasonable grounds or knowledge that: a child has been or is being abused or neglected or is an affected child within the meaning of the	Physical abuse Sexual abuse Emotional / psychological abuse Neglect Exposure to family violence	Sections 13 and 14 of the <i>Children, Young Persons and Their Families Act 1997</i> (Tas.)

Table 1: Mandatory reporting requirements across Australia*

	Who is mandated to notify?	What is to be notified?	Maltreatment types for which it is mandatory to report	Relevant sections of the Act/Regulations
	<p>provide child care or a child care service for fee or reward; persons concerned in the management of a child care service licensed under the <i>Child Care Act 2001</i>; any other person who is employed or engaged as an employee for, of, or in, or who is a volunteer in, a government agency that provides health, welfare, education, child care or residential services wholly or partly for children, and an organisation that receives any funding from the Crown for the provision of such services; and any other person of a class determined by the Minister by notice in the Gazette to be prescribed persons</p>	<p><i>Family Violence Act 2004</i>; or there is a reasonable likelihood of a child being killed or abused or neglected by a person with whom the child resides</p>		
VIC	<p>Registered medical practitioners, registered nurses, a person registered as a teacher under the <i>Education, Training and Reform Act 2006</i> or teachers granted permission to teach under that Act, principals of government or non-government schools, and members of the police force</p>	<p>Belief on reasonable grounds that a child is in need of protection on a ground referred to in Section 162(c) or 162(d), formed in the course of practising his or her office, position or employment</p>	<p>Physical abuse Sexual abuse</p>	<p>Sections 182(1) a-e, 184 and 162 c-d of the <i>Children, Youth and Families Act 2005</i> (Vic.)</p>
WA	<p>Court personnel; family counsellors; family dispute resolution practitioners, arbitrators or legal practitioners representing the child's interests</p>	<p>Reasonable grounds for suspecting that a child has been: abused, or is at risk of being abused; ill treated, or is at risk of being ill treated; or exposed or subjected to behaviour that psychologically</p>	<p>Physical abuse Sexual abuse Emotional / psychological abuse Neglect</p>	<p>Section 160 of the <i>Western Australia Family Court Act 1997</i> (WA)</p>

Table 1: Mandatory reporting requirements across Australia*

Who is mandated to notify?	What is to be notified?	Maltreatment types for which it is mandatory to report	Relevant sections of the Act/Regulations
	harms the child.		
Licensed providers of child care or outside-school-hours care services	Allegations of abuse, neglect or assault, including sexual assault, of an enrolled child during a care session	Physical abuse Sexual abuse Neglect	Regulation 20 of the Child Care Services Regulations 2006 Regulation 19 of the Child Care Services (Family Day Care) Regulations 2006 Regulation 20 of the Child Care Services (Outside School Hours Family Day Care) Regulations 2006 Regulation 21 of the Child Care Services (Outside School Hours Care) Regulations 2006
Doctors; nurses and midwives; teachers; and police officers	Belief on reasonable grounds that child sexual abuse has occurred or is occurring	Sexual abuse	Section 124B of the <i>Children and Community Services Act 2004</i>

Notes: * Section 67ZA of the *Family Law Act 1975* (Cth) applies to all states and territories.

Table 2: Statutory child protection authorities

Jurisdiction	Responsible authority
ACT	Office for Children, Youth and Family Support - Department of Disability, Housing and Community Services
NSW	Community Services - Department of Family and Community Services
NT	Children, Youth and Families - Department of Health and Families

QLD	Department of Communities (Child safety services)
SA	Families SA - Department of Families and Communities
TAS	Child Protection - Department of Health and Human Services
VIC	Child Protection and Family Services - Department of Human Services
WA	Department for Child Protection

Source: <http://www.aifs.gov.au>

Apprenticeships and Traineeships

Distance Learning Australia delivers training for eligible “Traineeships” (also known as new apprenticeships) and we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005 and the Apprenticeship and Traineeship Act 2001 NSW.

These acts define our obligations to comply with the relevant state and territory Department of Education (DET) requirements for funding of traineeship and apprenticeship delivery including our reporting and other obligations.

Competency Based Assessment

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

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

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

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is

determined by a vocationally competent assessor who holds the relevant TAE10 or TAA04 qualifications or equivalent qualifications.

- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All of our Assessments will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- communication with you
- an understanding of the definition and practical application of the above definitions

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment where applicable.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)

- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal.

Employability Skills

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

A summary of employability skills can be downloaded from:

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

Fees & Refunds

1. Full payment is required at time of enrolment. This includes payment for tuition and course materials.

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

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

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

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

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

Participant Complaint Procedures

Internal Complaints

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

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

External Problems

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

General

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

Process of Appeal

Assessment Appeals Procedure

Participants lodge a verbal or written appeal to the assessor within seven (7) days of notification of the assessment outcome. The assessor discusses the appeal with the Participant, and informs the Participant of the decision. If the Participant is unsatisfied with the decision, then an appeal may be lodged with the Director or the Learning & Development Administrator. The Participant may be re-assessed by a second assessor based on the decision of the Director. The decision and reassessment outcome is recorded in writing and is considered to be the final result. If the Participant considers that the appeals process was unsatisfactory, they may contact an appropriate authority to discuss the assessment outcome. Distance Learning Australia will provide details of that contact.

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

Access to Participant Files

You will be notified of your result in each assessment, and have access to your assessment records and Participant file through DLA's Participant Lounge online, or ask your trainer.

Certificates

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

Statement of Attainment

A statement of Attainment is issued where candidates have partially completed the requirements for qualification. This may be issued for the following reasons:

1. The Participant/Trainee does not complete the full requirements for qualification; or
2. A package of units has been delivered from an accredited and registered program.
3. On participant's request

The code and title of all units successfully completed by the Participant/Trainee are listed on the Statement of Attainment. The Certificate or Statement of Attainment posted out to the address given on the enrolment form, or is presented at Graduation.

A statement of Attainment contains a full record of all the units of competence which complete the training program. It provides a list of the Participant's assessment results for each unit of competency, from the results recorded in the training management systems held by DLA.

Reissuing of Qualifications

If your Academic Transcript is misplaced or damaged, contact your Trainer to order a replacement. A fee will not apply. In this case your Certificate, Statement and Transcript will include the original date of issue and the re-issue date.

Results

Generally results relate to the following categories.

Competent

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

Withdrawn

The Participant has withdrawn from units and did not complete the required learning outcomes.

Exemption

The Participant has been granted exemption from studying the unit due to previous study (credit transfer, recognition of current competency) or assessment only by the Recognition of Prior Learning Process. Distance Learning Australia Pty. Ltd. has collected and validated evidence that the Participant/Trainee demonstrates competence for this unit.

Deferred Result

Indicates that assessment has not been finalised.

Not Yet Competent

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

Study Guide

You can access the study guide at <http://www.dla.edu.au/CourseHeaders/studyguide.html>

The topics include:

- Navigation
- Copyright and plagiarism
- Keeping a copy of your work
- How to send in your tasks
- Resubmitting a task
- Study Tips
- Technical Requirements
- An ergonomic workstation

Recognition

Other RTO'S

Distance Learning Australia agrees to accept the decisions made by other registered bodies. This means that we recognise and accept qualifications issued by any other RTOs. In this case we will ask you for a certified copy of your certificate and transcript which will be checked by DLA and then the unit is automatically granted to you.

Recognition of Prior Learning

All Distance Learning Australia Participants will be given the opportunity to seek Recognition of Prior Learning (RPL).

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

Those Participants who wish to apply for RPL will need to provide a portfolio of documentation showing evidence that they have the skills and knowledge to course standards. This can be achieved in a number of ways usually by requesting access ARPL which is DLAs online RPL process. Please refer to the information on Recognition on the website www.dla.edu.au or contact us by phone or email for further information and we are happy to provide guidance.

Distribution of Learning Resources

Learning resources are provided to you upfront. As DLA continuously improves and validates materials, there may be times when a unit is not available due to continuous improvement or changes in the curriculum (training packages) imposed externally at government level. Due to our policy of enrolling Participants at any time of the year, it is possible that this will impact on your study.

DLA makes every endeavour not to disrupt your online learning whilst providing you with the most current content. If you experience a situation where content is not available during your course, please contact your allocated trainer, mentor or assessor, or the Director of DLA. Details are given to you when you receive your log-in to your course.

Special Learning Needs

Distance Learning Australia recognises that there will be cultural diversity and a range of education and learning backgrounds amongst Participants/participants. An assessment of special needs i.e. numeracy, literacy, interpreter assistance etc. is part of the enrolment process. You should identify this on enrolment and subsequently in the course questionnaire provided.

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

If the participants needs exceed our capacity, we will refer them onto an appropriate external agency.

You can seek support immediately by contacting:

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

New South Wales: ACT Adult Literacy and Numeracy Council Phone 1300 655 506 Web: www.literacyline.edu.au

Timeframes

Each qualification or cluster is allocated a timeframe for completion. This is given to you on activation of your course by email, displayed on the website prior to enrolment and every time you log in. Participants must complete within this timeframe or apply for an extension. (See extension policy below)

Extensions

Maximum extended timeframe

The maximum timeframe for extensions is 6 months from the end date for all courses, short or full or single unit. After this time there can be no extensions for a number of reasons under any circumstances. After 6 months has elapsed, a participant needs to enrol again in a course at the current course cost or unit cost for the units yet to be completed.

Prior to the 6 month period, the following applies:

Extenuating circumstances

Under extenuating circumstances, a Participant may be allowed an 8 week extension on their course at no cost. This applies to all courses, whether they are one unit or full courses.

Extenuating circumstances include:

A Participant is on their last unit and has shown good progress to date

Assignments that need to be resubmitted after marking

Financial hardship

Personal hardship including illness

Hardship must be stated in an email giving reasons and proof may be requested.

Continuation within 6 months

To continue a course or unit, as long as application is received prior to the end date, the cost is:

50% of the course cost divided by the number of units remaining (in other words, 50% of each unit remaining using the course cost (not the unit cost) as the base rate.

Exceptions

Funded courses, traineeships and curriculum changes by State or Federal Government

Funded courses, including traineeships do not apply to this policy. In these circumstances we may be unable to assist you with extension on the allocated timeframe for your course.