



# Student Handbook

## Handbook disclaimer

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or DGT policy may impact on the currency of the information included.

DGT reserves the right to vary and update information without notice. Students are advised to seek any changed information and updates from their trainer or by contacting DGT.

This handbook has been prepared as a resource to assist students to understand their obligations and also those of DGT.

Please carefully read through the information contained in this guide. Students need to read, understand, be familiar with and follow the DGT policies and procedures outlined in this handbook.

## Contact us

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*Toowoomba Regional Group Apprenticeship Company Pty Ltd, trading as DGT Employment and Training (DGT)*

**RTO Number 1719**

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## Welcome to DGT

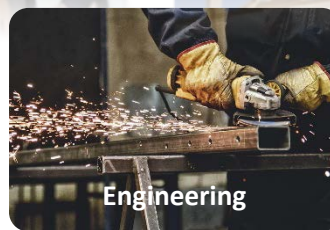
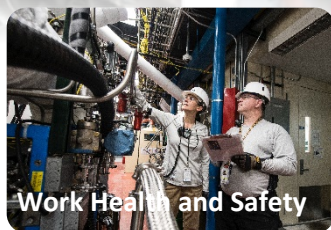
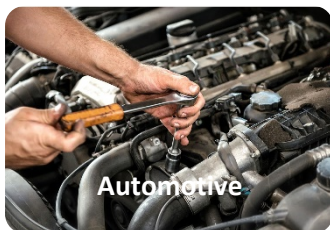
DGT is a subsidiary business of the MRAEL Group.

DGT is recognised for the diversity of courses on offer and commitment to providing high quality learning experience.

DGT offers accredited training in an extensive range of nationally recognised qualifications from Certificate I to Diplomas, aiding personal and career growth towards future promotions or career moves.

This student handbook provides you with the information on what you will need to know about your enrolment and training journey with us. The Student Handbook also sets out our obligations to you, your rights and responsibilities; what support is available to you as a student, policies and procedures referred in this Student Handbook including Complaints and Appeals policy; and what we expect from you as a student of the DGT.

As a Registered Training Organisation (RTO), DGT delivers and assesses nationally recognised Vocational Education and Training in Schools qualifications in the following subject areas:



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## VET Quality Framework

DGT is a Registered Training Organisation (RTO) – Provider number 1719. As an RTO, DGT is part of Australia’s VET Quality Framework. The VET Quality Framework is a set of regulations that impose minimum education related standards, and ensures the qualification you receive is recognised across Australia. For more information about the VET Quality Framework, visit <https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>

## Pre Enrolment and Entry Requirements Information

Before you enrol with DGT, we invite you to read through the Student Handbook to ensure you have all the information and advice you need so that you can make a clear and fully informed decision for your training.

## Funded Programs

DGT is a *Skills Assure Supplier (SAS)* for a number of Queensland Government funded programs such as:

- User Choice Program
- Certificate 3 Guarantee
- Vocational Education and Training in Schools (VETIS)
- Free Apprenticeships for Under 25s

### User Choice Program

The User Choice program provides a funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and Trainees.

Apprenticeships and Traineeships:

- offer the opportunity to study, learn new skills and earn an income while undertaking a qualification
- can be done by anyone eligible and of working age
- can be studied full-time, part-time or while still at school

The User Choice program provides flexibility for apprentices/trainees and their employers to select their own preferred registered training organisation from a list of pre-qualified suppliers for the delivery of accredited training to meet specific needs.

Apprentices and trainees can only receive one government contribution for a user choice funded qualification at any single point in time. In addition, apprentices and trainees, including school-based apprentices and trainees, can only receive a maximum of two Government funded contributions under the current user choice program.

To be eligible for a government contribution towards the cost of training, a student must have entered into a training contract with their employer for a qualification that is funded and registered by their state department for Education or equivalent. An apprenticeship or traineeship can be arranged and formalised by contacting an Australian Apprenticeship Support Network (AASN). More information about Australian Apprenticeship Support Network’s may be located here: <https://www.australianapprenticeships.gov.au/>

### Certificate 3 Guarantee (C3G) Program

The Queensland Government is focusing on providing skills for jobs and recognising industry’s role in supporting government to establish Vocational Education and Training opportunities. The Certificate 3 Guarantee (C3G) Program provides a QLD Government subsidy for selected qualifications, allowing eligible Queenslanders to obtain their first post-school certificate III level qualification under the Vocational Education and Training Investment Plan.

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Further information and facts sheets on the Government funded programs can be found on the following links:

[User Choice](#)

[VETiS](#)

[Certificate 3 Guarantee](#)

## Fee for Service

DGT offers flexible delivery for a variety of Fee for Service qualifications. By offering a variety of study options including workshops and online learning, DGT is able to provide the best training solution for the student and their organisation.

Fee for Service qualifications are delivered in a way as to allow students to self-pace their own learning progress, permitting the choice of timeframe and structure that best suits the constraints of personal and working life.

Additional information about these programs are available on our website ([www.dgt.org.au](http://www.dgt.org.au)) or by contacting us.

## Entry Requirements and Eligibility

Enrolment in any training program is subject to entry requirements and eligibility.

### Eligibility for User Choice

To be eligible for a government contribution towards the costs of training, an individual must have entered into a Training Contract for a qualification that is funded by the department and be registered in the department's registration system, and select a training provider that holds SAS status for their nominated qualification.

Under the User Choice program guidelines, there are specific eligibility requirements that apply to enrolment with some qualifications requiring additional pre-requisites be met. Copies of any pre-requisite evidence must be provided to DGT before eligibility is confirmed. Confirmation of these requirements will be obtained through the provision of the Enrolment process and Credit Transfer (if applicable).

To be eligible to enrol in an Apprenticeship or Traineeship under the User Choice Program, prospective students must:

- be aged 13 years or older in most occupations
- permanently reside in Queensland or to be registered as a Queensland apprentice or trainee, the workplace address must be in Queensland
- be an Australian citizen or a New Zealand citizen who have entered Australia on a valid passport, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training
- be employed by a willing employer that meets specific eligibility requirements

Supervision requirements apply to all Apprenticeships/Traineeships.

Further information on the User Choice program can be located here:

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

<https://desbt.qld.gov.au/training/apprentices/getting-started/eligibility-requirements>

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## Eligibility for Certificate 3 Guarantee (C3G)

To be eligible to enrol into the Certificate 3 Guarantee (C3G) Program, you must:

- be aged 15 years or older
- no longer be at school (*with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program*)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in, a certificate III or higher-level qualification, *not including qualifications completed at school and foundation skills training*

In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Priority Skills List.

Further information on the Certificate 3 Guarantee (C3G) Program can be located here:

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

## Fee for Service

If you are not eligible for any funded courses, you may undertake certain qualifications as a self-paying student. Upon enrolment, students may be appraised of their ability to meet any entry requirements outlined in their chosen training program.

Where students are unable to meet entry requirements, DGT will discuss other options with the student and employer including the recommendation of a different qualification within the industry area or area of study under a fee for service arrangement if necessary.

## VISA Information and Requirements

The following information is to assist you in determining your VISA class eligibility to study with us.

Australian permanent residents, which includes humanitarian entrants, and temporary residents of Australia with visa and work permits on the pathway to permanent residency, may be entitled to subsidised training through funded programs under the Queensland VET Investment Program.

To ensure your eligibility for training (including subsidised training) and make sure you understand and comply with your visa conditions, please visit the following websites for further information;

**Department of Home Affairs Website:** <https://immi.homeaffairs.gov.au/>

**QLD's Department of Youth Justice, Employment, Small Business and Training (DYJESBT):**

<https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>

To ensure study eligibility with us, we will require evidence of your VISA status upon your enrolment. These can be any of the following:

- Your permanent visa label on your passport and/or documents from the *Department of Home Affairs* showing approval of a permanent visa subclass

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- Copies of your temporary residency visa and work permits along with copies of correspondence to and from the Department of Home Affairs indicating progress toward permanent residency
- Copy of your current Medicare card in colour (green Medicare card)

## Course Fees, Charges and Refunds

Students undertaking training, including apprentices/trainees, may be required to pay course fees.

A number of factors will determine how much a course will cost such as:

- Which training program the student wishes to study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Credits that may be applied through direct credit transfer
- Course funding available
- Eligibility for subsidies or concessions

Information regarding fees and charges is clearly documented on the DGT website ([www.dgt.org.au](http://www.dgt.org.au)) and is subject to change. Please contact us with any questions relating to course fees.

Fee payment (excluding the initial enrolment application fee for select courses) will commence once a unit of competency has been started, acknowledging the student will be progressing with the qualification with the view of completing it.

Invoices will be issued by the Accounts Department via email and are payable within the terms outlined on the invoice. Making payment to DGT can be done via Bank Transfer or Credit Card; depending on your chosen and agreed payment method.

Fees and other charges applicable for a student's qualifications must be paid on the due date. User Choice students acknowledge and agree that student contribution fees may alter from time to time in line with the User Choice Policy.

For accredited training and/or assessment, no more than \$1,500.00 will be payable by the student or a third party prior to the commencement of the course.

### User Choice Student Contribution Fees

Student Contribution Fees under the User Choice program, funded by the Queensland government, are set at \$1.60 per nominal hour for each unit of competency.

Student Contribution Fees are calculated, invoiced and to be paid upon commencement of each unit of competency. An estimate of any non-government subsidised fees can be located within the DGT Schedule of Fees.

Student contribution fees will be discussed prior to enrolment with the student and/or the third party who has nominated to pay invoices (employer, parent / guardian, etc.) as agreed to by signing the Student Contribution Fee Agreement during enrolment.

Partial and full exemption from Student Contribution Fees may apply as per Skills Assure Supplier (SAS) User Choice eligibility.

### Certificate 3 Guarantee Co-Contribution Fees

Certificate 3 Guarantee (C3G) Program Co-Contribution fees are charged to the enrolled student as per terms set out within the DGT Schedule of Fees.

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The total Co-Contribution Fee will be charged upfront and prior to commencement of the qualification. Students will be sent an invoice once eligibility and qualification enrolment has been completed.

### Fee for Service Course Fees

Fee for Service Training is charged to the enrolled student as per terms set out within the DGT Schedule of Fees.

A \$250.00 non-refundable enrolment application fee is required at the time of enrolment which will be deducted from the total costs should the participant decide to progress. This fee is an upfront one-off payment that cannot be paid off through a payment plan. The participant will be liable for all fees due should enrolment progress past the initial enrolment assessment.

Additional course fees may apply for students wishing to undertake recognition of prior learning.

When a company is enrolling students, the full course fee is payable in advance, prior to the course commencing.

### Fee Exemptions for User Choice

In some cases, Apprentices/Trainees and Students funded under Queensland Government User Choice, may attract partial or full co-contribution fee exemptions.

Students must provide evidence of eligibility for fee concession prior to the commencement of training and acceptable, and applies when:

- Student or is the partner/dependant of person who holds current Health Care Card
- Student or is the partner/dependant of person who holds current Pension Card
- Student identifies as Aboriginal or Torres Strait Islander
- Student has a disability
- Apprentice/trainee will be aged under 17, at the end of February in which training and Apprentice/Trainee hasn't completed year 12
- School based Apprentice/Trainee
- Free apprenticeships for under 21s - high priority qualification
- Free apprenticeships for under 25s - high priority qualification

Please discuss eligibility for fee exemption at the time of enrolment. Details of fee exemptions for funded programs are located on the DGT Schedule of Fees or program specific Tuition Fee Agreement.

### Fee Exemptions for Certificate 3 Guarantee (C3G)

In some cases, Certificate 3 Guarantee (C3G) Students funded under Queensland Government VET Investment Program, may attract partial or full co-contribution fee exemptions.

Students must provide evidence of eligibility for fee concession prior to the commencement of training and acceptable, and applies when:

- Student or is the partner/dependant of person who holds current Health Care Card
- Student or is the partner/dependant of person who holds current Pension Card
- Student identifies as Aboriginal or Torres Strait Islander
- Student has a disability

Please discuss eligibility for fee exemption at the time of enrolment. Details of fee exemptions for funded programs are located on the DGT Schedule of Fees or program specific Tuition Fee Agreement.

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## Other Fees and Charges

The table below outlines various the relevant fees that are applicable as at the time of publishing this Student Handbook, however are subject to change.

Please note - should the original full Qualification and unit listing or Statement of Attainment require replacement due to being lost or damaged, a fee is applicable alongside a completed *Certificate Re-issuance Application Form* before reissuance can be provided.

Description	Amount \$ (AUD)
Qualification and unit listing or Statement of Attainment replacement	Original free 6 months after completion will incur a \$25.00 fee per copy thereafter
Replacement White Card	Original free, \$25.00 per copy thereafter
Cancellation of training – where training has been arranged in excess of 400km travel from DGT campus and cancelled within 10 working days of commencement of training	Circumstantial
Credit Transfers	Any student who has been granted a Credit Transfer towards unit(s) of competency for prior learning will not be charged for the unit(s) in accordance with Skills Assure Supplier (SAS) requirements.
RPL fee	As per current Student Contribution Fees
Gap Training following RPL	\$250.00 per unit of competency in addition to the price quoted for the full qualification through RPL
Re-enrolment to units following 'Competency not achieved'	Original unit fee or student contribution fee
Postage	Fees may be charged

## Course Extension Fee (excluding User Choice)

DGT understands that students may be impacted by circumstances that may prevent them from completing all course requirements in accordance with their Course Schedule timeframes. If you find yourself unable to complete within your course timeframe, we can offer opportunities to extend your course.

Students are eligible for a maximum 3 months course extension. Following this, a full new course enrolment is required with applicable course enrolment fees.

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Applications for a course extension must be made in writing no less than 14 days prior to your course expiry date, by completing the Course Extension Form.

Applications for course extension are subject to approval by DGT Training Coordinator, upon individual application, and are only granted once full extension fees are paid.

If you need to extend your course please call or email your Trainer, or email [dgt@dgt.org.au](mailto:dgt@dgt.org.au) and our team can help guide you through the process.

**Course Extension Terms & Conditions:**

- Course Extension Form to be completed and submitted to your trainer no more than 14 days prior to your course expiry date
- Course extension fees are \$75 per month
- \$220 for 3 months (Maximum)
- If you have not completed within the maximum extension timeframe, a full new course enrolment is required with applicable course enrolment fees
- Course Extension Fees are required to be paid in full prior to the extension been granted
- Course extensions will NOT be granted if your course is in a Transition/Teach-Out period. A full new course enrolment is required with applicable course enrolment fees.

Please note: Course Extension fees do not apply to students under the User Choice Program

**Failure to make payment and financial support**

If payment of fees are not made according to the agreed terms of the funded training program, DGT may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collection agency. Any fees associated with this will be added to the total outstanding amount for recovery.

If you find yourself in financial hardship with making your course payments, you can lodge a request for one-off financial support to help cover your course expenses.

If you are experiencing financial difficulty, please contact DGT as early as possible to discuss options. You will be required to request assistance in writing. When completing the request, you will be asked to provide evidence that demonstrate your financial position as well other supporting documents. Please provide as much information as you can. All financial support requests will be assessed on individual basis.

**Cancellations and Refunds**

Whilst every effort are made to ensure that courses run as scheduled, DGT reserves the right to re-schedule or cancel courses if required.

If you wish to cancel your course, Cancellation Request must be submitted in writing. Pending course and funding type, refunds are subject to the type of course and funded program requirements.

Refunds will only be given in extenuating circumstances and will be assessed on a case by case basis. Extenuating circumstances may include medical, family or financial issues. Refunds and course cancellations remain at the discretion of the RTO Manager and evidence may be requested to verify reason for cancellation.

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Consideration will be given to any written request for refunds based on personal hardship outside of these boundaries via email to [dgt@dgt.org.au](mailto:dgt@dgt.org.au)

- In the case of online learning, training and assessment is deemed to have commenced once the learning materials are accessed in the learning management system.
- In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either at the participants’ workplace, the college premises or any other agreed upon location where face-to-face training and / or assessment is conducted.
- For the purpose of RPL, assessment only includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification.

### User Choice Refund Policy

Once the course has commenced and the apprentice/trainee has commenced undertaking training in unit/s of competency and their apprenticeship/traineeship is cancelled mid-way through a unit of competency, an adjusted amount will be refunded based on the nominal hours expired at the time of cancellation. That is, the amount of the refund will be based on the total amount of nominal hours of training already undertaken to those hours remaining.

### Certificate 3 Guarantee (C3G) Refund Policy

Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship;

### Fee for Service Refund Policy

Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.

For training conducted in excess of 400km travel from our DGT campuses, cancellation or postponement of training is to be advised via email at a minimum of 10 working days prior to commencement of training otherwise the full fee quoted will be incurred.

A full refund, minus the \$250 administration fee where applicable, will be made providing notice is received by DGT administration at least 5 working days prior to the scheduled commencement of the course. Cancellation of enrolment within 5 working days of the commencement date results in forfeiture of the enrolment fee (20% of course cost or \$1000 whichever is the lesser figure). Consideration will be given to any written request for refunds based on personal hardship outside of these boundaries via email to [dgt@dgt.org.au](mailto:dgt@dgt.org.au).

DGT has published the refund policy on its website, available for download [www.dgt.org.au](http://www.dgt.org.au)

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## Delivery Methods and Modes of Course

Training delivery is specific to the Qualification chosen and type of training contract.

Delivery of training is conducted via, but not limited to:

- Face to Face class room training
- On the job training
- Zoom/videoconference classroom style training delivery
- Email, Phone and text

## Course Materials

Course materials are provided as electronic copy via your online LMS account, or hard copies depending on the qualification you are enrolled in.

Students are provided access to all the learning materials required. It is at the discretion of the student if they wish to use any other training materials to assist with their learning eg stationary, notebook and text books.

It is a requirement that if onsite/campus training is conducted the student abides by the site requirements in regards to Personal protective equipment. These may include Steel toe capped boots or enclosed shoes, and trade appropriate clothing.

## Course Duration

The length of the enrolled course is dependent upon a number of factors including:

- the qualification being undertaken
- the number of units in the training program
- current skills and knowledge – recognition of prior learning application or application for credit transfer (where a student already holds a unit of competency from previous training)
- student’s ability to commit to the training program
- student’s ability to successfully complete assessment and demonstrate competency to workplace standards

If students are enrolled in an Apprenticeship/Traineeship program, their course duration is determined by the training contract with the Queensland Government Department of Youth Justice, Education, Small Business and Training (DYJESBT).

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## Enrolment process

### Enrolment Documents for Apprentice/Trainee

Once the Apprentice/Trainee has completed the Training Contract with their nominated Australian Apprentice Support Network (AASN), DGT will receive notification the student wishes to commence training.

Once we have received your enrolment request, you will receive a welcome email with all the required Enrolment Documents to be completed. Your dedicated trainer will then make contact with you to set up your enrolment meeting; either face-to-face to electronically via phone or zoom.

The DGT enrolment process occurs during a workplace visit, through external communication, or school based - and provides the participants with course information including;

- Delivery Structure
- Delivery Methods
- Language, Literacy and Numeracy assessment
- Estimated workload and study time required

The welcome email will provide you with your username and password to access the online learning management systems (LMS) for your training with us. The online LMS system will relate to your enrolled trade area and / or given hard copy training materials where necessary. You will have units released gradually throughout your training progress.

Apprentices / Trainees may receive a Training Notice depending on their enrolled qualification, outlining any scheduled workplace visits or on-campus training, any personal protective equipment, stationary or textbooks required, as well as miscellaneous information pertaining to the enrolled qualification.

An enrolment form must be completed for all new enrolments, irrespective of the type of enrolment or qualification the student wishes to enrol in, alongside various other forms of evidence as stated throughout this student handbook.

By completing and signing the enrolment form, students confirm that they have received, completed and discussed all relevant information, forms and fact sheets at the time of enrolment.

Once all enrolment requirements have been completed, students will be enrolled into their qualification to commence their course.

If you are required to attend training on site at one of our campuses, you will be provided computer access whilst on site including internet access, where necessary. If studying online, students are responsible for sourcing personal computer access and internet connection to allow for remote study.

By completing and signing the DGT enrolment form, students (including parent/guardian of underage participants) agree that on acceptance of the terms and conditions set out. Students agree to abide by the policies and expectations set out in this handbook.

## Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia require a Unique Student Identifier (USI).

The USI is a unique 10-digit number made up of letters and numbers as provided by the Australian Government. This number is unique to each student, is nationally recognised and is mandatory for all students to supply upon enrolment. Your USI creates a secure online record of all your recognised training and qualifications gained in Australia and all transcripts from 2015. This number can be accessed online at any time and is free to create.

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As a registered training organisation training and assessing Nationally Recognised Training, DGT cannot issue Certificates or Statements of Attainment where there is no USI registered for the student.

If you do not have a USI, please visit: <https://www.usi.gov.au/your-usi/create-usi> for more information and to create a USI account.

## Language Literacy and Numeracy (LLN)

As part of the enrolment process, students must undertake a Language, Literacy and Numeracy (LLN) indicator Assessment. This process is used to identify the student’s current LLN skills and any areas of concern comparing it to the Australian Qualifications Framework level requirements of the qualification in which the student is enrolling. It is possible in some instances that students may not meet the Australian Qualifications Framework level requirements of the qualification therefore preventing successful enrolment. DGT trainers will provide LLN support where required, or refer students to an LLN specialist to assist with development of LLN skills to the requirements of the qualification and the industry they are/or wish to work in.

## Credit Transfer

DGT recognises Australian Qualifications Framework Qualifications and Statements of Attainment that have been issued by other registered training organisations. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. DGT will only accept credit transfer for units of competency within the student’s individual support plan or training plan unit listing.

All students who hold a qualification or statement of attainment from another registered training organisation are to discuss the possibility of credit transfer during the enrolment process. Application for credit transfer will affect the final training plan or individual support plan, so all credit transfer applications need to be applied for and processed as quickly as possible.

Students will be required to provide a copy of the full qualification and unit listing or Statement of Attainment, or a unique student identifier transcript. These will be verified and, where the units of competency already successfully completed are equivalent to units in the training program, a credit transfer will be applied.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of recognition of prior learning is to recognise existing competencies without having to undertake training and assessment.

Competency may be recognised through:

- Formal or informal training and education the student has undertaken in the past;
- Work experience;
- General life experience;
- Any combination of these.

When applying for recognition of prior learning, DGT will provide a recognition of prior learning Candidate Kit that consists of a self-assessment questionnaire as well as comprehensive guidance for the collection of evidence that will demonstrate proficiency against each of the units of competency for which recognition of prior learning is being applied.

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Students may be eligible to apply for recognition of prior learning on one or more units of competency in their training program. They should discuss this at the enrolment interview as early as possible at the commencement of the training program.

Be aware, recognition of prior learning may not be undertaken where the qualification or group of units may lead to a licenced outcome. This is determined by the licencing body, where they may not accept recognition of prior learning as a valid assessment pathway to the licence.

Where a recognition of prior learning application has been granted, students will have a maximum of six (6) weeks to gather and submit evidence for assessment. The recognition of prior learning process will take a maximum of 12 weeks from enrolment to completion. This is made up of six (6) weeks for the recognition of prior learning Candidate to gather and provide evidence and six (6) weeks for the assessor to complete the assessment process.

For further information regarding recognition of prior learning, please visit our college website ([www.dgt.org.au](http://www.dgt.org.au)) or contact us via [dgt@dgt.org.au](mailto:dgt@dgt.org.au).

## The Training Journey

As part of the overall enrolment process, DGT will work with all parties to develop a personalised Training Plan (User Choice Apprentices and Trainees) or Training and Support Plan (non-User Choice Apprentices and Trainees) respectively, to address course requirements and any personal circumstances.

### Apprentice / Trainee Training Plan

The apprentice/trainee training plan is developed in consultation between the student, employer and RTO, outlining the training to be provided by DGT and the employer; and the qualification that will be issued upon completion. It confirms that the selection of units of competency align with packaging rules for that qualification.

When all parties (apprentice / trainee, employer and DGT) have agreed to the Training Plan, all must sign to validate the document. Each party will receive a signed copy of the Training Plan within 14 days.

The Training Plan forms part of the requirements for the apprenticeship/traineeship under the training contract. For more information about training plans, please visit the Queensland Department of Youth Justice, Employment, Small Business and Training website:

<https://training.qld.gov.au/apprenticeshipinfo/information-resources/information-sheets/atis-040>

### Training and Support Plan

A Training and Support Plan addresses course requirements for those undertaking training through Certificate 3 Guarantee and Fee for Service. Training and Support Plan confirms the selection of units of competency align with packaging rules for that qualification.

The Training and Support Plan is developed and provided to students as a guide of predicted study progress to assist with keeping the student on track to completion within a reasonable timeframe. Training and Support Plan is to be confirmed via signature by the student agreeing to the terms of the Training and Support Plan.

### Employer Resource Assessments (ERA)

The Employer Resource Assessment (ERA) addresses employment and training arrangements required under the Further Education and Training Act for each apprenticeship/traineeship qualification within the workplace.

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DGT must capture and retain evidence that the employer has the ability to provide adequate range of work, workplace facilities and equipment, and supervisory arrangements for apprentices/trainees to successfully complete their training.

Workplace supervisors who will be signing off on assessments will be asked to provide copies of their industry qualifications / licences to confirm that they have the knowledge and skills to support the students learning. Where the employer is unable to provide suitable work arrangements, other options may be arranged such as workplace simulation at the college.

Once DGT is confident that the employer is able to provide acceptable supervision within the workplace, all parties (student, employer and trainer) must sign the Employer Resource Assessment to confirm information contained within the ERA is a true and accurate reflection of current workplace arrangements.

The ERA is to be updated whenever there are changes within the workplace, such as the commencement of a new apprentice/trainee or a change in supervisor. Consequently, DGT will review each ERA at intervals of no greater than three (3) months, which aligns with the legislative requirement to review a training record.

## Orientation/Induction

Once enrolment is finalised, including any enrolment fee paid where applicable, an orientation session will be conducted to introduce the student to their trainer, their area of study, learning materials and assessment. This orientation may be conducted over the phone or face to face dependent on the students study mode and requirements.

It is compulsory that students attend this session as they will be provided an outline of training requirements and a comprehensive overview of the health and safety requirements and facilities and services available during their time with DGT.

## Attendance

Students must agree to attend scheduled classes or workplace training except where there is a legitimate reason for non-attendance which is acceptable to DGT (for example, illness supported by a Doctor's Certificate).

Online study must be adhered to as per training plan timeframes.

## Individual or Group Training

Training arrangements must be adhered to according to the individual training arrangements discussed and agreed to at the time of enrolment. Where formal training sessions have been arranged, attendance by the student is mandatory.

Cancellation of pre-arranged training sessions is required ten (10) working days prior to the scheduled training, or an additional fee may be charged.

Flexible training delivery means that formal training sessions may not be required. Self-paced training will still be monitored by the trainer to ensure progression occurs consistently throughout the qualification or training program.

Attendance at off-the-job training will be negotiated during development of the individual learning plan or training plan. It is the student's responsibility to comply with this agreement.

The student will complete a 'Student Contact Record' document to confirm their attendance at all workplace and campus training sessions. Trainers will also complete a Student Contact Record to indicate any communication between trainer and student throughout the enrolment.

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## Apprentices/Trainees

The Apprentice/Trainee is to ensure that attendance at off-the-job training is maintained throughout their enrolment. The employer is to contact the trainer if there are any issues relating to students not able to be released from work so that alternative training arrangements can be made.

Apprentices/Trainees are to be aware that it is the employer’s responsibility to ensure that students are released from work to attend training. This requirement forms part of the training contract and is outlined in the Queensland Government Fact Sheet: [ATIS-013 - Employer responsibilities](#)

The trainer must be notified if students are sick on a training day. It is also important for the trainer to be notified if there is an unavoidable delay in student attendance. Students should refer to the Queensland Government Fact Sheet [ATIS-003 Apprentice and trainee rights and responsibilities](#) to ensure they are meeting all responsibilities under the training contract.

## Student Code of Conduct and Behaviour

Just as DGT has a responsibility to meet the expectations of students, legislation and regulations, so too do students have obligations they are expected to meet.

It is expected that all students will actively participate in their own learning, commit to their studies, complete assessment within timeframes to the best of their ability, and behave in a manner that complies with workplace health and safety and is respectful to their trainers and of the opportunities for other students to learn and achieve.

As members of a training environment, it is expected that students:

- treat all others with respect and courtesy
- treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- respect the opinions and views of others
- avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or bullying or otherwise intimidating
- treat their personal property and the property of others with respect
- do not steal physical or intellectual property that is not their own
- attend classes, maintain consistent levels of study, and submit assessments on time
- familiarise themselves with, and abide by, DGT’s policies and procedures found ([www.dgt.org.au](http://www.dgt.org.au));
- maintain high standards and a professional approach to their training program
- comply with Work Health and Safety Legislation

As individuals, students can expect:

- to be treated with courtesy and respect
- to be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- to be able to freely communicate and voice alternative points of view in rational debate
- to participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment or bullying or otherwise intimidation
- to rely on the protection of personal information
- to be able to access personal records, subject to the provisions of the Freedom of Information Act [1992]
- to be provided with timely and accurate information as it pertains to qualifications, enrolment, and all administrative matters
- that assessment within qualifications will be equitably and appropriately implemented

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- that the facilities and equipment they use are safe, and comply with workplace health and safety guidelines

### Training Room behaviour

All students are expected to comply with the following rules of behaviour whilst enrolled and attending training on site at DGT:

- demonstrate mutual respect for staff, and fellow students
- turn off all mobile and electronic devices during training and assessments times
- do not eat or drink (excluding water) in training rooms
- prepare for each class by undertaking the required reading, and completing all necessary prep work
- attend all classes, workshops, and other contact sessions
- arrive at classes at the scheduled time
- complete all attendance documents
- work to the best of their ability
- participate actively in learning activities
- avoid all forms of academic misconduct
- refrain from activities that might negatively impact on other members of the campus community
- be aware of their responsibilities within their training program
- any other rules of training room and assessment behaviour as determined by, and/or negotiated with, their trainer

### Dress Code

Students attending training sessions are expected to wear neat, clean trade specific clothing or relevant trade uniform and enclosed footwear at all times whilst on campus. In addition, students may be required to wear specific items to ensure compliance with workplace health and safety legislation relating to their trade area.

Students who are not prepared for training (eg. not wearing the appropriate clothing, uniform, footwear, personal protective equipment) will be excluded from the training area until they comply with the dress code.

### Mobile Phones

Students are required to switch off mobile phones and electronic devices whilst in the training room and only use their personal devices during allocated breaks. If employers or parents / guardians need to contact a student during scheduled class time, a message can be left directly with Administration officers or trainers to be passed onto the student.

### Misconduct

It is expected that all students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of DGT.

Examples of student misconduct may include, but are not limited to:

- academic misconduct, including plagiarism and cheating
- harassment, bullying and / or discrimination
- falsifying information
- any behaviour that is against the law
- any behaviour that endangers the health, safety and wellbeing of self and others
- intentionally damaging equipment and / or materials belonging to DGT and / or other students or partner organisations such as a school or workplace

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Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to;

- formal reprimand (warning)
- removal from the training room
- suspension from the training program
- reimbursement by the student for the costs incurred for any damage caused
- expulsion from the training program without refund and/or credit
- referral of the matter to the police

Students have a right to lodge an appeal by following DGT Complaints and Appeals Policy.

## Discrimination and Harassment

At DGT, we are committed to providing access to learning aids and an equitable approach in dealing with all students. We recognise the rights of all students and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

Discrimination or harassment of staff or students, by any member of the training and learning environment, is unacceptable and contrary to the core educational and employment values that we uphold. All members of the RTO are expected to maintain an environment where cultural differences are accepted and respected, and individuals are able to participate fully in academic life, free from all discrimination and harassment.

Humour based on discrimination and harassment may, in certain circumstances, constitute harassment.

We will treat claims of discrimination and / or harassment seriously, and all claims will be thoroughly investigated confidentially to protect complainants and witnesses from further harassment and victimisation.

## Workplace Health and Safety & First Aid

Workplace health and safety legislation applies to everyone at DGT. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

To assist with greater understanding of the Work Health and Safety Act and Regulations please visit: <https://www.worksafe.qld.gov.au/laws-and-compliance>

Students are to report any incident or hazard immediately to their Trainer & Assessor, RTO Manager or Training Coordinator.

Every effort is made to ensure safety and security of all students, staff and visitors whilst on DGT premises and premises hired by DGT. Students are required to carry out directions given by trainers and staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding emergency procedures will be provided throughout the orientation process.

DGT does not accept responsibility for the loss of personal possessions. Students are urged to take suitable precautions to protect personal belongings.

If students require first aid whilst on the DGT Campus, please ask your trainer or a staff member for assistance.

DGT may need to obtain medical treatment for students if it is deemed necessary by a trainer or staff member or a representative acting on behalf of DGT. Neither DGT nor its staff will be held responsible for

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any expense, loss, damage or liability of whatsoever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.

### Smoking, Drugs and Alcohol

All DGT Campuses are a smoke free workplace and has a ‘zero tolerance’ to alcohol and drugs for all staff, students and visitors on all premises including car park areas and within the DGT grounds. Any person under the influence of drugs and / or alcohol is not permitted on DGT premises, to use the facilities or equipment or participate in any activities. Any person found to be under the influence of drugs and / or alcohol will be subject to disciplinary action and may be referred to the police.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected. If students are taking any medication that may affect their ability to actively participate in training or assessment, they must advise their trainer and assessor so that alternative arrangements may be made where necessary.

### Food and Drink

Students are required to bring their own food and drink for consumption whilst attending training.

Students are not permitted to eat and drink, with the exception of water, during training or assessment.

### Student Feedback

DGT is dedicated to ensuring its practices are constantly reviewed to ensure best practice and the highest quality of training and assessment services are delivered to all students.

This approach to continuous improvement requires feedback from students regarding their experiences whilst enrolled in their training program.

DGT welcomes and appreciates all feedback from students, employers and staff and uses the feedback to further improve our training program delivery.

All students are requested to complete feedback forms periodically throughout their training program and again at completion of their training program.

### Course Progression and Student Support

All students are expected to progress through their course by completing their learning and assessment tasks in a timely manner to the best of their abilities.

An individual learning plan or training plan is provided to all students to assist in tracking progress in their training programs. Where assessment is completed using the online learning management system, progress tracking is available as each assessment task is completed.

For apprentices and trainees, DGT is responsible for ensuring that students continue to follow time lines established in their Training Plan. If the student fails to make reasonable progress relating to training components delivered, DGT will advise Department of Youth Justice, Employment, Small Business and Training (DYJESBT) and the employer.

We understand that there may be instances where a student is unable to progress through personal or individual circumstances that impact on their ability to actively participate in their training program and complete required assessment. Where a student feels they are unable to progress, they are encouraged to discuss this with their trainer / assessor so that the individual support plan or training plan may be adjusted and assistance provided where required.

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Where a student has a disability or learning difficulty, assessors will apply DGT reasonable adjustment policy. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the training program. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

DGT will endeavour to provide support to each student’s individual needs, providing where necessary additional educational and support services for the student which are required for the student to meet the requirements of their training course. DGT work with students to provide options that are responsive to their individual needs, and that maximise learning outcomes and access to learning activities

This includes, but may not be limited to:

- Developing strategies to make support available where gaps are identified
- Language, Literacy & Numeracy (LLN) support
- Flexible learning
- Reasonable adjustment
- Assistive technology
- Support of student with disabilities
- Participant Support, Welfare and Guidance
- Financial Assistance

## Competency Based Training

Vocational Education and Training in Australia is described as Competency Based Training.

Competency Based Training is an approach to training that focuses on allowing a student to demonstrate their ability to do something to an agreed level. In Vocational Education and Training, training and assessment, competency based training is used to develop a student’s skills and knowledge that are required to be successful in the workplace. Competency based training programs deliver qualifications that are made up of units of competency. Each unit provides benchmarks that have been developed in consultation with industry, to define the skills and knowledge required to effectively perform in the workplace. Competency based training assessment is based upon the learning outcomes expected from each unit of competency.

‘Competency’ embodies the ability to transfer and apply skills and knowledge to new situations and environments. Therefore, a student can either consistently apply the knowledge of skill to the standard of performance required in the workplace or they cannot – they are either ‘competent’ or ‘not competent’.

To be awarded a judgement of ‘Competent’ the student must successfully complete all assessment tasks set for the unit of competency. To be awarded a qualification, the student must demonstrate competency in all units of competency in the training program.

## Assessment Information

To achieve a decision of competency, a student must complete all assessment requirements to a satisfactory level for each unit of competency they are enrolled in. This means that students will need to demonstrate their knowledge and their ability to apply that knowledge to the standard expected, consistently, over a period of time.

A variety of assessment methods will apply to each unit of competency, and these will reflect the learning outcome required. Each method of assessment will be explained to the student by their trainer/assessor prior to the commencement of training.

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DGT ensures that all assessments students complete are conducted professionally to ensure its validity, reliability, flexibility and fairness.

The assessment methods used to gather evidence of a student’s ability to demonstrate competency by DGT include, but are not limited to:

<b>Questioning</b>	Written or oral questioning, conducting interviews and questionnaires.
<b>Practical/ Workplace Site Tasks</b>	A practical demonstration, with further supporting documentation, observed by the assessor in the workplace or a simulated work environment.
<b>Report Writing</b>	Formal business writing using supplied or workplace template, displays, presentations, samples of work.
<b>Portfolio</b>	A collection of work samples of annotated and validated pieces of evidence. Evidence could be written documents, photographs, videos or logbooks.
<b>Third Party / Supervisor Reports/On-The Job</b>	Supervisor verification of relevant skills and experience of on the job performance over a period of time together with employability skills. These are mandatory for apprentices/trainees.
<b>Scenarios</b>	Analysis of responses demonstrating the application of skills required to be demonstrated for the unit of competency. The student will be required to submit a portfolio of evidence for the scenarios.
<b>Role Plays</b>	A creative method to determine the level of knowledge, encouraging students to explore solutions to situations or problems under discussion.
<b>Case Studies</b>	Analysis of responses to case studies reflecting evidence required to demonstrate competency in the unit of competency.

### Submitting Assessment

Students are expected to apply time management skills to the completion of assessment tasks within the timeframes provided by their assessor. Students will receive full and detailed instructions on the requirements of each assessment task, including its context and purpose; students are to ensure that they talk to their trainer/assessor to clarify anything that is not clear.

Assessments and any written evidence must:

- be legible if in hand-written form and free from errors (or have any mistakes neatly corrected). It is preferable that written assessments are word processed using a 12-point legible font. Written assessments are to be submitted single sided; do not use both sides of the paper;
- have a margin down the left-hand side of each page;
- have each page numbered, name clearly stated, unit code and name listed and dated;
- be securely submitted with all attachments;
- be saved as “student name unit code assessment task” to allow the assessor the ability to identify individual student files (eg. *Joe Bloggs BSBDIV301 Task 1a*).

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Students must take a copy of all assessment submitted for their own records as no assessment will be returned. Should assessment fail to be received by DGT, the student will be asked to re-submit.

Cases of plagiarism will be returned and marked ‘Not Satisfactory’.

Where students are unsure about the presentation and preparation of assessments including being able to Word process assessments, they should discuss this with the trainer.

Assessment may be submitted via mail, email or uploaded to their LMS account where applicable.

### Assessment Feedback

The assessor will provide students with relevant feedback regarding the outcome of their assessment submission. In all cases, the assessor will provide feedback about student performance.

### Resubmissions

If students receive feedback that their assessment submission is ‘Not Satisfactory’ or ‘Not Yet Competent’, they will need to provide additional evidence to support their claim for competency.

This may mean that they are required to re-do some of the knowledge questions, add information or evidence to a portfolio, or demonstrate a practical task again.

DGT does not charge a fee for resubmission of assessment, if the resubmission is undertaken within one (1) month of receiving the result.

If, after three (3) resubmissions the work is still ‘Not Satisfactory’ or ‘Not Yet Competent’ students will be required to re-enrol in the unit and re-do the required work in order to achieve the full competency. Students may be charged a fee for any unit that they are required to re-enrol.

Where the student has applied for RPL and evidence does not meet the rules of evidence required, students may be required to resubmit further evidence or to undertake Gap Training for the unit that they are unable to demonstrate competency before gaining the full qualification. Units that require Gap Training will be charged a training fee.

### Plagiarism

Plagiarism is taking someone else’s work and/or ideas and passing them off as your own. It is a form of cheating and is taken very seriously. Plagiarism may lead to the student being withdrawn from their training program.

All work that students submit must be their own. Students will sign a declaration, or complete this online, at the start of each assessment stating this to be the case.

To assist students to understand, the following are some examples of plagiarism:

- Copying sections of text and not referencing or acknowledging where the information has come from
- Mashing together multiple ‘copy and paste’ sections without proper referencing or acknowledging where they have come from
- Presenting work that was done as part of a group as theirs alone
- Using information (for example, pictures, text, designs, plans, diagrams etc.) and not citing the original artist(s)/author(s)

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## AI Technology

DGT Employment expects that all content generated in the course of undertaking studies with DGT will be the Student’s own original work and any use of AI will be for assistive purposes only. Students may not claim AI generated content as their own work. The use of AI to take tests, complete assessments or research projects is strictly prohibited. The use of AI for these purposes constitutes cheating or plagiarism.

## Complaints and Appeals

Students are entitled to have matters of concern to them resolved through an orderly and consultative process.

Students are able to lodge an appeal if they disagree with a decision regarding an assessment outcome. If lodging an appeal, it must be done within 10 days of notification of the result. In the case of assessment appeals, appeal must be submitted ten (10) working days student being notified of the assessment result or decision by DGT, and submitted to the RTO Manager c/o [dgt@dgt.org.au](mailto:dgt@dgt.org.au).

The DGT Complaints and Appeals Policy can be found our website. Students are encouraged to refer to these procedures should they wish to lodge an appeal or complaint.

## Issue of Qualification/Statement of Attainment

Under the Standards for Registered Training Organisations, DGT has an obligation to the student who has successfully completed a nationally recognised training program, to issue them with the appropriate Australian Qualifications Framework certification and a transcript of units successfully completed.

When a student has successfully gained a ‘Competent’ decision for each unit of competency in their training program, they will be issued with a Certificate of Full Qualification and unit listing within 30 days of completion, listing each unit of competency that has been completed.

Where a student has withdrawn or enrolment has been cancelled, they will be issued with a Statement of Attainment for all units that they have successfully gained a ‘competent’ decision.

A Statement of Attainment will also be issued for units of competency that do not lead to a full qualification, but are still recognised as completed nationally recognised units of competency.

All certificates issued by DGT meet the requirements of the Australian Qualifications Framework and National Vocational Education and the Australian Skills Quality Authority (ASQA).

Students who undertaken studies outside of an Apprenticeship/Traineeship, the Certificate or Statement of Attainment will be issued electronically. For hard copy of the Certificate or Statement of Attainment, students can contact training services via email [dgt@dgt.org.au](mailto:dgt@dgt.org.au) or phone 1300 010 185 to request. Your copy will be posted within 5 business days of your received request.

All students will be requested to complete the ‘quality indicator survey’ at completion of their qualification as required by the Vocational Education and Training regulator.

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## Other important information for your training with us

### Training and Assessment Strategies (TAS)

DGT has a Training and Assessment Strategy for each training program that we train and assess, outlining our approach for conducting training and assessment.

DGT trainers and assessors are qualified and have extensive, relevant industry experience to train and assess training programs, and the Training and Assessment qualification required under the Standards for registered training organisations.

### Change of Address or Details

It is the responsibility of the student to inform DGT in writing of a change of address or change of details. If this written advice is not received, DGT will not accept responsibility for correspondence that does not reach the recipient.

### Third Party Arrangements

Where DGT has a partnership arrangement with third parties to deliver and assess training programs on behalf of DGT, we are required to monitor how the training and assessment is carried out and how each student is supported and progresses through the training program.

All students will be advised, before enrolment, if their training program is being delivered and assessed by a third party other than DGT as required under the Standards for Registered Training Organisations 2015.

Third Party Arrangements require the organisation delivering and assessing the training program to apply DGT policies, procedures and assessment tools, and abide by a comprehensive partnership contract monitored by DGT.

Should the Third Party fail to meet the requirements and standards applied in the partnership arrangement, all students will be transitioned to DGT who will provide training and assessment services directly to the student.

### Access to Student Records – Privacy Policy

DGT only collects personal information in order to perform its core business activities and functions and to meet legal obligations.

The personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurately, stored securely and destroyed when it is no longer needed.

Students may request details of personal information that we hold in accordance with the provisions of the Privacy Act 1988. We may release student information to relevant Government Departments to accurately record training outcomes as required under the Standards for Registered Training Organisations.

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## Access and Equity

DGT works to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access to training services.

DGT prohibits discrimination based on factors including:

- Gender
- Age
- Marital Status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

DGT ensures that all students have the right resources available to allow successful completion of training program requirements. This includes flexible delivery, assessment arrangements and language, literacy and numeracy support where necessary.

It is the responsibility of all staff at DGT to uphold our commitment to Access and Equity Principles.

## Inclusive Practice

DGT applies inclusive practice strategies and is committed to ensuring that all students gain the most from their training program. DGT’s inclusive practice strategies are aimed at ensuring that students are actively engaged in their own learning, and have access to materials, resources and support to be successful in their training program.

DGT is aware that students will learn differently and have different levels of core skills, and will require a different level of learning support from their trainer and the employer where applicable.

Trainers, therefore, encourage and assist students to take a proactive approach to their own learning and be responsible for their own learning outcomes.

## Other Support Services and Facilities

DGT is at all times concerned for the welfare of its students. If students are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations equipped to offer services to help such as:

- Lifeline: 13 11 14
- Beyond Blue: 1300 22 4636
- Salvation Army: 13 SALVOS (13 72 58)

Furthermore, DGT is committed in supporting student progress throughout their training program by providing and/or referring a range of support services and facilities inclusive of:

- Learning support
- Disability services
- Career and program counselling
- Computer access
- Internet access
- Indigenous participant support
- Photocopy and print facilities
- Welfare issues and referrals

DGT trainers are able to provide further information on these support services and facilities. All requests for support are treated confidentially.

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## Indemnity

DGT and its staff shall not be held responsible for any personal items that are lost or damaged at the college. DGT may need to obtain medical treatment for students if it is deemed necessary by staff members or a representative acting on behalf of DGT. Neither DGT nor its staff will be held responsible for any expense, loss, damage or liability of whatever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.

## Legislation

As a registered training organisation, DGT is required to comply with legislation designed to uphold the integrity of the nationally recognised qualifications that we train and assess and the quality of our training and assessment processes. This includes compliance with:

- The Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training (VET) Regulator Act 2011

Additionally, DGT complies with a range of other legal, regulatory and legislative requirements at a state and commonwealth level including, but not limited to:

- Anti-discrimination;
- Apprenticeships and traineeships;
- Children and Young People;
- Copyright;
- Corporations;
- Employment and Workplace Relations;
- Equal Opportunity;
- Fair Work (including harassment and bullying);
- Privacy and Personal Information protection;
- Taxation;
- Unique Student identifiers;
- Workplace health and safety.

DGT is dedicated in applying the provisions of the Vocational Education and Training Quality Framework to ensure that our services are of the highest quality.

More information about these regulations and legal frameworks may be located at:

- [www.legislation.gov.au](http://www.legislation.gov.au) which is the Australian Government website for Commonwealth Law.
- [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) which is the website for Queensland Government Law.
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for Australian Vocational Education and Training regulator.

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## DGT Code of Conduct

DGT, as a responsible member of the Vocational Education and Training industry, follows a Code of Conduct which outlines how students can expect the organisation, and our staff, to behave. DGT also has expectations for student behaviour as outlined in the section ‘Student Conduct’.

<b>Training and Assessment services</b>	DGT is committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of competency being undertaken by the student, and meeting the training and assessment expectations of the industry and employer.
<b>Issuance of Qualifications</b>	DGT will promptly issue qualifications to all enrolled students who have successfully completed all requirements and demonstrated competency in all units in their training program, and provide ongoing assistance to enquiring students regarding their record of progress, achievements and statements of attainment.
<b>Financial Management</b>	DGT applies sound and accountable financial practices within its day-to-day operations and maintains its compliance to financial requirements under the Standards for Registered Training Organisations.
<b>Records and Information Management</b>	DGT is committed to implementing best practice in its records management practices and systems, and to responding in a timely manner to all requests for information from present and past students, within the provisions of the Information Privacy Act 2009, Australian Privacy Act 1998 and the Australian Privacy Regulations 2013. Student records are maintained in a digital format Student Management System and, where applicable, hard copy student files. All files are protected either physically or digitally to ensure the protection and privacy of students. Records are retained in accordance to the Standards for Registered Training Organisations and requirements of the Queensland Government for Funded programs and students.
<b>Access and Equity</b>	DGT is committed to helping all students identify and achieve their desired learning outcomes. DGT is committed to providing training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy, and upholds the principles of equal opportunity and the regulations under the Standards for Registered Training Organisations.
<b>RPL (Recognition of Prior Learning)</b>	DGT is committed to supporting the recognition of prior learning enquiries and requests from potential and enrolled students. Recognition of prior learning information is provided to students upon enrolment prior to the commencement of training. Students are encouraged to discuss their prior knowledge with their trainer who will determine their suitability for recognition of prior learning and provide the relevant recognition of prior learning kit.
<b>Stakeholder feedback</b>	DGT regularly obtains feedback from all its stakeholders, including students, employers and staff. Students are requested to complete feedback forms throughout their training program including the Quality Indicator Survey on an annual basis. Employers are asked to complete Employer Survey throughout the course of the apprenticeship/traineeship.
<b>Provision of information</b>	Clear and accurate advice and information is provided to all enrolling students at DGT. Initial contact, induction and the commencement of training is supported by the provision of timely information concerning enrolment procedures, fees and charges, access and equity, guidance and support, complaints and appeals, recognition of prior

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	learning, credit transfer, access to online learning and training, and assessment procedures.
<b>Legislative compliance</b>	DGT conducts periodic internal audit processes to its training and assessment procedures, processes and judgements. Periodic review is applied to all policies and procedures to ensure that the registered training organisation is compliant with all state and commonwealth legislative requirements.
<b>Consumer Law</b>	DGT complies with relevant consumer protection legislation, including Australian Consumer Law and the Queensland Competition and Consumer Act 2010. This means that students are provided with the required 'cooling off period' and are entitled to refunds where DGT is unable to deliver the training and assessment services to the student as agreed.
<b>Tuition Assurance</b>	Apprentices and Trainees are protected by DGT's Skilled Assure Supplier contract with the Queensland Department of Youth Justice, Employment, Small Business and Training (DYJESBT)  This means that, in the unlikely event that DGT closes, students will be transitioned to another suitable registered training organisation at no cost to the student other than the requirement to pay any outstanding tuition fees.
<b>Marketing Accuracy</b>	DGT is committed to ensuring that all marketing information is accurate, ethical and compliant with the Standards for registered training organisations.
<b>Complaints and Appeals</b>	DGT Complaints and Appeals Policy ensures that all complaints are dealt with in a constructive and timely manner.
<b>Other Policies and Procedures</b>	The following Policies and Procedures support the operations of DGT and protect its students. Please contact one of our Training Support Officers for more information about: <ul style="list-style-type: none"> <li>• Access and Equity Policy</li> <li>• Complaints and Appeals Policy</li> <li>• Assessments Policy and Procedure</li> <li>• Marketing Policy</li> <li>• Policy for Student Conduct</li> <li>• Workplace Health and Safety Policy</li> </ul>

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