



PARTICIPANT HANDBOOK

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DGT Employment and Training has made every effort to ensure that the information in this resource, at the time of publication aligns to current Standards for Registered Training Organisations (RTOs) 2015. The information in this resource will be routinely reviewed as part of continuous improvement activities incorporate any necessary amendments.

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NOTE

For the purpose of this document the term "The Company" refers to DGT Employment and Training.

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WELCOME!

It is my pleasure to welcome you to DGT Employment & Training (RTO Number 1719) and thank you for choosing to study with us. DGT Employment & Training is a not-for-profit organisation founded in 1987 and is committed to helping you achieve your professional development goals. It is our philosophy to ensure that you receive the best possible education and customer service available to ensure positive learning outcomes and experiences.

We specialise in the delivery of nationally recognised courses and qualifications related to numerous industries including business, horticulture, carpentry, construction, engineering, furnishing and work health and safety. Our training is developed in line with industry endorsed training packages in accordance with The Standards for Registered Training Organisations (RTOs) 2015. Our Trainers and Assessors come from extensive industry backgrounds and provide quality, engaging education and training services.

The Management and support staff at DGT Employment & Training are here to help you!

A handwritten signature in black ink, appearing to read 'Kris McCue', is positioned above the printed name.

Kris McCue
CEO

CODE OF PRACTICE

DGT Employment & Training is focused on meeting your training needs. All training and development programs will be delivered with a commitment to quality and participant satisfaction. Our commitment to you comprises:

- Understanding the needs of all stakeholders and the industries in which we operate or conduct business
- Operating professionally and conducting business in a sound, ethical and fair manner
- Advising participants of changes to agreed services including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
- Employing staff who are knowledgeable, qualified, objective, experienced and who act with integrity
- Treating your information confidentially, protecting your rights to privacy and ensuring the accuracy and integrity of the information we hold about you
- Being responsive to participant and industry needs and remaining competitive within our market
- Compliance with legislation, regulations, policies, and procedures relating to our training activities

ABOUT THIS HANDBOOK

This Participant Handbook has been developed in order to assist with any questions you may have prior to starting your learning pathway with us and includes various policies and procedures relevant to your attendance.

Should you require further assistance, please don't hesitate to get in touch with our friendly staff who can help you out, or point you in the right direction - dgt@dgt.org.au

PARTICIPANT INFORMATION AND SERVICES

FACILITIES

DGT Employment & Training's learning facilities are located at 56 Duhig Street Toowoomba, QLD 4350 and 1-5 Nestor Drive Meadowbrook, QLD 4131. The physical resources necessary to implement and achieve the objectives of the training will be available as and when required for the duration of the course. DGT Employment & Training will ensure participants are provided with an environment which is conducive to learning; reflects workplace practice; addresses access and equity issues and meets all relevant workplace health and safety requirements.

DRESS CODE

Participants will attend all courses appropriately attired for the course being undertaken. You will be informed prior to your course commencement of any specific dress requirements required (e.g. long pants, safety vest, etc.)

ATTENDANCE AND PUNCTUALITY

Participants are informed of the times, dates and location for the course via an enrolment confirmation advice that is sent to the participant on the completion of the booking process. This advice will inform you of the time and location of your course along with other important information. Participants are expected to arrive a minimum of 10 to 15 minutes prior to the commencement of any program to prevent delays. For Government funded courses, please access the Policies section on our Website. Participants who are late for training will be required to make the time to discuss catch-up with their Trainer.

PARKING

Onsite parking is available at the facilities at no charge. Speed limits apply at each facility and must be observed at all times, without exception. Participants not adhering to safe driving practices may be refused entry at the discretion of DGT Employment & Training.

SECURITY

To maintain and protect DGT Employment & Training property the facilities are locked at the conclusion of each day and will be unlocked by endorsed staff at the commencement of each business day. Participants are encouraged to report any suspicious behaviour observed during or outside these hours at the facilities. Participants are encouraged to securely lock their vehicles on site and keep personal belongings with them at all times. Any alleged theft or damage to property whilst on DGT Employment & Training premises should be reported immediately to DGT Employment & Training.

SMOKING AND / OR VAPING

All DGT Employment & Training buildings are non-smoking and non-vaping areas. Smoking and vaping is prohibited in DGT Employment & Training vehicles, buildings, entries or exits to buildings and car parks. Smoking and vaping are permitted in the designated areas on site. Your Trainer will advise you of the location of the 'Designated Smoking Area' on the premises.

PARTICIPANT RESPONSIBILITIES

Participants have the responsibility to:

- Take responsibility for their learning including;
 - Allocate time for learning and assessment activities.
 - Complete any pre reading required for the course.
 - Be on time for courses and dressed appropriately.
 - Attend classes in a fit state, ready to actively participate.
 - Complete all learning and assessment tasks to the best of their ability.
- Treat all fellow participants and staff with respect and courtesy.
- Follow all reasonable directions provided to them.
- Follow all safety procedures and practices at all times.
- Treat the facilities and equipment of DGT Employment & Training with respect and care.
- Complete all tasks, learning activities and assessments honestly and without plagiarism, collusion or dishonesty.
- Not bring onto any premises being utilised for training and assessment purposes, any items that may threaten the safety of self or others (including, but not limited to, alcohol, drugs and unlawful weapons).
- Not undertake inappropriate use of mobile phones or devices in a manner that impinges on the rights of others or disrupts the learning or assessment process.

Where participant misconduct is identified, this will be dealt with in accordance to DGT Employment & Training's Work Standards Guidelines and Disciplinary Policy. Misconduct will, in the first instance, be dealt with by the Trainer.

Should an adequate solution not be reached, the Trainer will liaise with the General Manager Operations to effect an equitable solution. Where the participant fails to rectify and maintain appropriate conduct, the participant may be requested to cease training and assessment participation for a period of time to enable an investigation to be conducted.

DGT Employment & Training reserves the right to cancel any training and/or assessment agreement with a participant who engages in gross misconduct at any time, without refund of fees. Written advice of cancellation of training and/or services will be provided to the participant, and where the participant is under the age of 18 years, notice will also be provided to the parent/guardian.

Apprentice and Trainee participation in training

In accordance with the signed Training Plan and as a requirement of your Training Contract, all apprentices and trainees are required to participate in training.

Where an apprentice or trainee is not participating and/or making progress in training as per the State Training Authority requirements, contact will be made with you, your employer and nominated employer supervisor to discuss participation and how to overcome any barriers or concerns with training. Reasonable adjustments can be made in order for you to participate in and complete your training in accordance with the training plan.

If a resolution to non-participation in training cannot be found and the apprentice or trainee continues to fail to make reasonable progress in their training because of deliberate neglect or default, the State Training Authority will be informed.

PARTICIPANT RIGHTS

Participants have the right to;

- Be treated fairly, with respect and courtesy by DGT Employment & Training personnel and other participants.
- Be provided with a safe learning environment.
- Be provided with adequate course information including learning and assessment requirements and access to relevant DGT Employment & Training's policies.
- Be provided with regular feedback on performance.
- Be provided with the opportunity for Recognition of Prior Learning (RPL) upon request.
- Confidentially lodge a complaint of appeal without the fear of retaliation or victimisation.
- Be provided with a refund for training not commenced, AQF certification documentation for competencies achieved in the event the RTO or a third party working on behalf of DGT closes or ceases to deliver services for which the participant is enrolled.
- Have records and details kept private and secure according to Privacy legislation.
- Have an opportunity to provide feedback to the RTO regarding client services, training and assessment arrangements and progress.

UNIQUE STUDENT IDENTIFIER

If you are undertaking a nationally-recognised program you will need to have a Unique Student Identifier (USI). A USI is your unique code that gives you access to your own online USI account. This is an example USI: **4AB88XP9U5**.

Your USI account shows all your nationally recognised training records and results from 1 January 2015 onwards. Results will appear within 12 months of training completion. You can create your USI online at <https://www.usi.gov.au> or with your permission we can do this on your behalf.

ENROLMENTS

Participants are able to enrol in DGT Employment & Training courses using the following methods;

- Online Enrolment: Participants can access enrolments via the [DGT Employment & Training website](#)
- In person: You can visit the DGT Employment & Training offices and arrange your enrolment
- Via telephone: You can contact DGT Employment & Training directly to organise enrolment on 1300 010 185.

METHODS OF PAYMENT

The method of payment for your course for all enrolments can be achieved by;

- Direct Deposit into our nominated Bank Account (Account details can be provided on request)
- Credit Card
- Cash

If you would prefer to use a different method of payment, please contact us to discuss other options.

FEES

The total cost of short courses can be obtained from [DGT Employment & Training Website](#) or on request. To request a quote for a training program not listed please contact DGT Employment & Training on 1300 010 185.

CANCELLATIONS / REFUNDS

Fee for Service and Short Courses - DGT Employment & Training has a fair and equitable 'Refund of Fees Policy' containing guidelines for the refund of fees to course participants under reasonable circumstances.

For a comprehensive review of DGT Employment & Training's Refund of Fees Policy, including procedures. User Choice funding (apprenticeships & traineeships), Certificate 3 Guarantee and other funding initiatives – DGT Employment & Training's 'Refund of Fees Policy' contains details of refunds required under the relevant program.

COURSE INFORMATION

Course information can be accessed via [DGT Employment & Training's website](#) or by contacting DGT Employment & Training directly.

CHANGE OF DETAILS

Please advise DGT Employment & Training of any changes to your personal details including, email address, postal address or phone number, so that you are able to be contacted and your certificates are posted to the correct address, if requested. You are able to change your contact details and emergency contact details over the phone with any member of our friendly staff.

WORK HEALTH AND SAFETY

At DGT Employment & Training WH&S obligations are taken seriously. Our facility and all of our training is designed with our safety and your safety in mind. You still have a responsibility to look after your own safety at all times. If you are unsure whether something is safe or not, speak up and ask your trainer or a staff member. All DGT Employment & Training employees, visitors, contractors and participants have the right to call training and assessment to a stop at any time.

FIRST AID

If first aid is required, please ask a DGT Employment & Training staff member for assistance. DGT Employment & Training has designated First Aid staff who are trained to assist when required.

FIRE AND EVACUATION

In the case of fire, notify any DGT Employment & Training staff member of the location of the fire. When the evacuation alarm sounds, everyone must evacuate from the area. Under instruction from your Trainer, move quickly but calmly to the designated muster point.

Once at the muster point, your Trainer will call the roll to check that all participants are accounted for. Do not leave this area until the 'all clear' has been given. If you are not in class when the alarm sounds, proceed directly to the designated muster point. Do not re-enter any building. Do not take refuge in toilets, storerooms or rest rooms or lunch areas.

EDUCATIONAL MATTERS

ACCESS AND EQUITY

As a Registered Training Organisation (RTO), DGT Employment & Training is committed to providing and upholding the principles of access and equity in all aspects of its operations in order to maintain best practice training and client services.

Our Objectives

- Respect all people.
- Provide a learning environment free from harassment, discrimination, and victimisation.
- Ensure equal opportunity is applied to all aspects of our service and training processes.
- Continually strive to improve our service to meet client and learner needs.

Our Methods

DGT Employment & Training will meet these objectives by:

- Providing learners with information about training, assessment, and support services available to them prior to commencing training;
- Ensuring all learners understand their rights and obligations;
- Identifying and assisting with any Language, Literacy, and Numeracy concerns;
- Designing and developing programs and courses that are contextualised to the needs and requirements of the client and workplace;
- Monitoring and supporting learners progress throughout the duration of their study;
- Maintaining accurate learner records and storing them safely and securely; · Providing access for learners to their records in a timely manner;
- Managing complaints and appeals in an effective and efficient manner;
- Complying with relevant Commonwealth, State and/or territory legislation and regulatory requirements.

COMPETENCY BASED TRAINING

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

The standards to which people are to reach in order to be deemed competent are set by industry and assessments should be designed to ensure each participant has achieved all of the outcomes required including the knowledge and skills identified in the relevant national training package. Competency Based Training is typically based on the competence of an individual in meeting the standards and not on the time he/she has been performing the task.

TRAINING METHODS

In accordance with Adult Learning Principles; DGT Employment & Training incorporates a variety of training delivery methods for participants including (but not limited to):

Face To Face Classes (Off-the-job):

A class of participants who are led by a qualified Trainer and Assessor, providing opportunities for social interaction as well as an opportunity to share experiences and learn from peers.

Workplace Based (On-the-job):

Training that is conducted in the workplace, providing interactive and problem-solving opportunities within real work situations.

e-Learning

Participants are guided through the learning and assessment process for a course or qualification via DGT Employment & Training's e-Learning platform, which is accessible via links supplied upon enrolment – e-Learning may include, webinars, videos, interactive courses, discussion forums, online assessment and quizzes.

Work Experience and Vocational Placement

Where vocational placement is a compulsory component of a program, it is necessary for participants to successfully undertake it, in order to achieve successful results in transferring skills and knowledge to the workplace for real value outcomes.

ASSESSMENT

Assessments conducted by DGT Employment & Training will be conducted in line within Policy and Training Package guidelines. Competency based assessment is the process of collecting *evidence* and making judgments on whether competence has been achieved.

This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry or enterprise competency standards (or outcomes of accredited courses if there are no competency standards for an industry). The Competency based assessment process will be conducted in an open, transparent and accountable manner, emphasizing the aspects of equity for all.

Evidence Gathering

DGT Employment & Training staff, in conjunction with industry representatives, have selected suitable methods to ensure sufficient evidence can be gathered on how you perform a task or skill against the specified criteria. A combination of assessment methods are utilised for assessing practical skills and knowledge requirements.

Readiness for Assessment

When commencing study, your trainer will provide you with an overview of planned assessment and will negotiate timeframes, and requirements with you to ensure your readiness to undertake assessment. Assessments should be submitted or completed by the specified time for a result to be recorded.

COMPLAINTS AND APPEALS PROCESSES

Feedback from participants or clients, positive and negative, is highly valued and assists DGT Employment & Training to strive for excellence through constant evaluation and continuous improvement.

To address a complaint or appeal an assessment, RPL or Credit Transfer decision, participants or clients are advised to refer to the Academic Appeal and Complaints Resolution Policies.

All participants are encouraged to:

- Discuss their complaint or appeal with their Trainer or Assessor
- If the grievance or appeal is not addressed to the satisfaction of the complainant, the participant is advised to undertake the Complaints and Appeals processes,

- which are available via DGT Employment & Training staff or website (as above)
- The General Manager Operations or Management is to evaluate the Complaints and Appeals Statements and conduct enquiry where necessary and address the grievance or appeal
 - If the grievance or appeal is not addressed to the satisfaction of the participant, it is to be referred to an external mediator for resolution.

CREDIT TRANSFER (RECOGNITION OF PREVIOUS QUALIFICATIONS)

An application for credit transfer can be made if you have previously satisfied the required module or unit through previous study. Applications for Credit Transfer should be made at the commencement of your study.

RECOGNITION OF PRIOR LEARNING

An application for Recognition of Prior Learning (RPL) can be made if you have already attained the necessary skills required for your program elsewhere, for example, work, other study, skills and knowledge.

During the assessment you will be required to provide evidence of your work and life skills, knowledge, and experiences to your RPL Assessor, to support your RPL application.

RESULTS

At the successful completion of your course or program, your qualification will be emailed to you with 30 days. If you do not complete a full qualification, you will receive a Statement of Attainment for the relevant units of competency you satisfied. To receive a hardcopy of your qualification please immediately reply via email and with your request and current postal details.

PRIVACY POLICY

DGT Employment & Training respects your privacy and has established rules to ensure that your personal information is protected.

DGT Employment & Training's [VET Data Privacy Policy](#) and [Privacy Statement](#) ensures personal information is collected, stored, used and disclosed only under strict guidelines to prevent it from being misused or passed on without your permission.

DGT Employment & Training adheres to the Privacy Act and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The following privacy principles are in place:

- DGT Employment & Training can only disclose your personal information;
 - With your consent, or if it is:
 - Required or permitted by law
 - Reasonably necessary for law enforcement
 - Reasonably believed to be necessary to prevent or lessen an imminent threat to health or life.

OTHER SERVICES OFFERED BY DGT EMPLOYMENT & TRAINING

- ***Traineeship and Apprenticeship Services***
- ***Labour Hire Services***
- ***Job Vacancy Matching (permanent recruitment)***
- ***Workforce Development***

For up-to-date news and information on all our services visit our [website](#).

We thank you again for choosing to undertake your professional development with us. If you have further questions not covered in this handbook, please visit our [website](#) and [policies](#) or seek assistance from one of our friendly staff members:

Office Hours| Monday to Friday 8.00am – 5.00pm | 56 Duhig Street, Toowoomba, QLD 4350 or PO Box 2079, Toowoomba, QLD 4350 | 1-5 Nestor Drive, Meadowbrook QLD 4131 | Phone: 1300 010 185 | Email: dgt@dgt.org.au

VERSION CONTROL LOG

| Version Number | Summary of Change | Date of approval |
|-----------------------|--|-------------------------|
| 17.1 | Update template, Audit changes, update organisation currency | 18.08.2021 |
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