



# DIVTEC

Training and Further Education

## Student Handbook



### Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or DIVTEC Training and Further Education (RTO Code 32535 | CRICOS Code 03748J) policies may impact on the currency of information included. DIVTEC reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting the DIVTEC Training Team directly.

This handbook has been prepared as a resource to assist students to understand their obligations and those of DIVTEC Training and Further Education. Please read the information contained in this Handbook carefully. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.



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## 1 OUR VISION, MISSION AND VALUES

*“Excellence in health and community services training”*

DIVTEC is a Registered Training Organisation (RTO code: 32535). This means that we provide a range of nationally recognised training, short course programs as well as non-accredited training.

As an RTO, we are committed to the rights of students and maintaining a learning environment which is conducive to the success of students. We will not restrict enrolments based on financial circumstances or the ability to access a computer. Once enrolled, students have free access to several self-contained study rooms (with computers / internet access) which can be booked in advance.

We offer nationally recognised qualifications in a range of industry areas including:

- Community Coordination and Facilitation
- Early Childhood Education and Care
- First Aid & CPR Training
- Health, Allied Health and Community Services
- Business and Hospitality

DIVTEC also offers short courses (or skill sets) and one day training from the community services package, business and health qualifications. These skill sets are designed for students wishing to expand their existing skills and knowledge as well as professionals wanting to develop further skills within their industry for continuing professional development.

Our mission and values are at the heart of all that we do:

- Excellence in education, quality qualifications, best practice and outcomes-based pathways
- Provide up-to-date, high quality outcomes-based practical training
- Ensure our services are accessible and accommodate individual needs of learners
- Provide skills, training and education to provide pathways for people to gain a career in the health and community sector industry
- Provide training that is responsive to the needs of the sector
- Partner with other organisations and communities to achieve mutual goals

### 1.1 LOCATIONS AND DELIVERY OPTIONS

As part of our ongoing commitment to students, DIVTEC offers a range of delivery options to suit all students:

- Live delivery with face-to-face training, support and guidance from qualified facilitators across five locations - Burpengary, Strathpine, Mitchelton, Stafford Heights, and Maroochydore.
- Distance education with flexible training and assessment without needing to visit a campus
- Delivery via DIVTEC’s online learning hub with fully accessible readings and webinars



## 2 CODE OF PRACTICE

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DIVTEC has policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services. These aim to safeguard the interests and welfare of our students.

DIVTEC has the capacity to deliver the courses on the Scope of Registration, and other advertised courses and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

### 2.1 LEGISLATION

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector.

ASQA regulates courses and registered training organisations (RTOs) to ensure nationally approved quality standards are met. ASQA promotes quality training so that students, employers, and industry have confidence in Australia's training sector.

As an RTO, DIVTEC Training and Further Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications and the national VET system. This includes but is not limited to:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- Australian Qualifications Framework (AQF)

Additionally, the DIVTEC Training Team abides by a range of other legal requirements at a State and Commonwealth level, including:

- Anti-discrimination and Workplace Health and Safety legislation
- Apprenticeships and Traineeships requirements
- Acts covering Children and Young People
- Fair Work (including harassment and bullying)
- Privacy, Personal Information Protection and the Student Identifiers scheme.

More information about the VET Quality Framework and associated regulations and legal frameworks can be found online:

- <https://www.legislation.gov.au> which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

### 2.2 PRIVACY AND CONFIDENTIALITY

The DIVTEC Training Team recognises the utmost importance of your right to privacy. We also strongly support the confidentiality of our students in all aspects of operations. Unless required to



do so by law, we will not give out your personal information to any person or agency without your written permission.

DIVTEC will periodically launch marketing campaigns to promote its courses including, but not limited to advertising, media, and print. Our staff will always seek your written consent before any personal information is used and will not, under any circumstances, sell, benefit, or otherwise be involved in the sale of your personal details.

DIVTEC will store enrolment forms, training schedules and records of your assessment in a confidential environment. State and Federal government agencies may use the information gathered for statistical and reporting purposes. Your personal details may also be used to claim State and/or Commonwealth Government funding for your training.

More information is available in the [DIVTEC Privacy Policy](#) published online.

## 2.3 PRIVACY NOTICE

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you choose not to provide your personal information to DIVTEC Training and Further Education, we may not be able to enrol you in your chosen qualification, skill set or unit of competency.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. DIVTEC Training and Further Education does not intend to disclose your personal information to any overseas recipients.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory



authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact the DIVTEC Training Team using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact DIVTEC Training and Further Education to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

All enquiries should be made by contacting the DIVTEC Training Team via one of the methods below:

- **Phone:** 1300 147 583
- **Email:** [Training@divtec.edu.au](mailto:Training@divtec.edu.au)
- **In writing:** Privacy Officer, Ablecare Pty Ltd, PO Box 81, Arana Hills Qld 4054

For more information about how DIVTEC will handle your personal information, please refer to our Privacy Policy at: [www.divtec.edu.au/privacy](http://www.divtec.edu.au/privacy).



## 2.4 WORKPLACE HEALTH AND SAFETY

DIVTEC expects all students to take care of their own health and safety and that of their fellow workers (to the extent of their ability).

This means that you must follow all safety rules, procedures and instructions of training staff, workplace supervisors or any other management personnel involved in day-to-day training activities.

If you have concerns about any WHS matters, please speak with your trainer directly or contact the DIVTEC Training Team.

## 2.5 PREVENTION OF WORKPLACE BULLYING / SEXUAL HARASSMENT

Workplace bullying is verbal, physical, social or psychological abuse by another person or group of people at work. It can happen in any type of workplace, from offices to shops, cafes, restaurants, workshops, community groups and government organisations.

In accordance with legislation, and our commitment to providing a safe learning environment, harassment, bullying and/or intimidation will not be accepted in the workplace or training environment.

DIVTEC is committed to providing a positive working environment free from intimidation, ridicule and harassment. Every manager, supervisor and employee has a responsibility to maintain a working environment free from negative and bullying behaviour. All complaints of bullying will be investigated and DIVTEC will take remedial action wherever necessary.

If you have concerns, please speak with your trainer directly or contact the DIVTEC Training Team.

## 2.6 STUDENT RESPONSIBILITIES

As a student, you will be required to take responsibility for:

- Reading all relevant course and training information;
- Advising your trainer if you have previous skills and knowledge and seeking recognition of this prior learning;
- Monitoring your progress by self-assessing your skills and knowledge against the competency standards in your qualification;
- Attending all training sessions as required and planning for assessment at the scheduled times;
- Working with your trainer and other students to present training and assessment pieces, such as role-plays and other evidence (where required);
- Refraining from plagiarism or copying another student's work;
- Keeping evidence of your working notes, assessments and any other documents in your portfolio of evidence;
- Discussing any concerns regarding the course and advising the Trainer/Course Coordinator if you require any special adaptive equipment or support;
- Accessing online training resources and messages (where required)



## 2.7 DIVTEC RESPONSIBILITIES

DIVTEC will:

- Treat students with respect.
- Provide you with a training and assessment schedule and supply you with the appropriate unit of competency details included on your learning plan.
- Provide advice regarding recognition of prior learning (RPL), and credit for courses you have already undertaken;
  - And, if required, provide further assessment where gaps exist in evidence portfolios
- Provide opportunities to practice the skills and knowledge required.
- Deliver and record training and assessment outcomes as well as provide regular feedback – and provide you with access to your file records (if requested).
- Set up work tasks to provide training and coaching to help achieve the competency standards in your training plan.
- Provide training materials and recommend other resources for further learning opportunities.
- Prepare you for assessment (when you are ready) and encourage self-assessment. We will also advise you where, when, and how assessment will occur and what to bring.
- Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose as applicable.
- Provide advice on the appeals process and options for further assessment options and provide an opportunity for re-assessment as necessary in accordance with policy and procedures.

## 2.8 ANTI-DISCRIMINATION

DIVTEC is committed to complying with State and Federal anti-discrimination laws. As an equal opportunity organisation, DIVTEC and its staff will treat all students fairly and without discrimination in the training environment.

Training services will be made available to all clients (and potential clients) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Including Aboriginal or Torres Strait Islanders and people from culturally and linguistically diverse backgrounds. Staff will always be professional and supportive in their approaches to every student.





### 3 ENROLMENT

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The enrolment process may vary depending on the course you intend to study. Generally, the enrolment process requires a student to:

- review the course information provided to you either electronically or from the DIVTEC website
- complete and submit the enrolment application form
- provide evidence and confirmation of eligibility for enrolment (as required for various funding programs, including Certificate 3 Guarantee, Higher Level Skills and VETIS)
- accept the fees and charges related to your chosen course as well as the payment terms
- confirm that you have read and understand all parts of this Student Handbook and the course information for your chosen option.

Once all enrolment paperwork have been completed and processed, you will be enrolled into the course, provided with a 'student login', instructions for use and assigned a trainer to assist you through the course. Note: enrolment is not confirmed until the agreed fees have been paid.

#### 3.1 UNIQUE STUDENT IDENTIFIER (USI)

A USI is required by all students undertaking nationally recognised training in Australia. It allows students to access a secure online record of all their training participation, regardless of the provider. This system was implemented in 2015, so will show student's achievements from 1 January 2015 onwards.

As an RTO, DIVTEC Training and Further Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

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

#### 3.2 APPRENTICESHIPS, TRAINEESHIPS AND SCHOOL-BASED TRAINEES

Becoming an apprentice or trainee could be the best thing you ever do.

Upon receipt of a form nominating DIVTEC Training and Further Education as the supervising registered training organisation (SRTTO), a representative from the DIVTEC Training Team will contact you and your employer to arrange a time to conduct a formal induction.

Upon completion of the enrolment and induction, the DIVTEC Training Team will develop an individualised Training Plan in consultation with you and your employer. This will be signed by all parties and a copy made available to you and your workplace supervisor.

Please see more information below regarding fees and fee exemptions in Queensland.



### 3.3 LANGUAGE, LITERACY AND NUMERACY NEEDS

DIVTEC seeks to create a learning environment where all students are respected and can develop their full potential. As a result, staff are committed to providing flexible learning and assessment options which aim to assist you in achieving your learning goals and allowing alternatives which recognise the diversity of individual student needs and circumstances.

Prospective students are asked to advise of any disability or impairment which may affect their ability to successfully undertake training and assessment and record details on their enrolment form. You are also encouraged to discuss any special needs and/or reasonable adjustments to the study environment which may assist you during the negotiation of training plans and delivery schedules.

When making decisions about the selection of students, Training staff consider the educational disadvantages that a particular student has or will experience. This process involves considering your existing skills and competencies, advising you of the most appropriate training product to meet your needs and may include:

- flexible delivery options to optimise the ease and benefit of the training;
- providing further language or literacy development / remedial assistance before continuing study.

DIVTEC is committed to assisting students with differing abilities. Where required, students will be assessed prior to training and alternative formats, adaptive technology and adjustments for other disabilities will be recommended if necessary. DIVTEC staff will refer students to additional literacy support services as required.

### 3.4 WITHDRAWING, CANCELLING OR DEFERRING YOUR ENROLMENT

If you decide to cancel or withdraw your enrolment for any reason, you must complete the **Withdrawal / Cancellation / Deferral Form** and return it to DIVTEC via email or post. You will receive a response from the DIVTEC Training Team within two business days to acknowledge receipt of your request.

Deferral requests will be approved at the discretion of the RTO Director of Training and Compliance as this may impact your eligibility for funding or version timeframes for the relevant training package.

Once your withdrawal is processed, and providing you have paid all outstanding course fees, you will receive a Statement of Attainment for any units you have successfully completed. Please advise the DIVTEC Training Team if there are any changes to your details within 10 days of your request as your award will be sent to the postal address we have associated with your account.

### 3.5 FEE PAYMENTS

We pride ourselves on being able to fast track your learning - to confirm your enrolment, we require prompt payment of fees. DIVTEC accepts payments via direct debit through a nominated bank



account or credit card once a direct debit request form is completed. Monthly repayments via direct debit can be arranged where course fees are not paid upfront.

Under the Standards for RTOs 2015, DIVTEC Training and Further Education complies with the fee protection requirements. As a result, we do not require learners to prepay or 'pay in advance' fees more than \$1500 (being the threshold prepaid fee amount).

The requirement to protect prepaid fees by students includes all students whether resident in Australia or overseas. If you require further information, please contact: [training@divtec.edu.au](mailto:training@divtec.edu.au).

### 3.6 SKILLS ASSURE – GOVERNMENT SUBSIDIES

As a Skills Assure Supplier in Queensland, DIVTEC can offer government subsidised training to eligible participants under the following programs:

- Certificate 3 Guarantee
- Higher Level Skills
- User Choice
- Skilling Queenslanders for Work

Under these programs, students may be required to pay a contribution fee towards the cost of their training. Please refer to the fee details published online for current course costs.

These fees may be paid on your behalf by an employer or a third party but cannot be paid (or waived) by DIVTEC Training and Further Education.

Students who do not meet the eligibility requirements for a government funded program can choose to undertake the course on a Fee-For-Service basis. In this case, a deposit is required which includes the non-refundable enrolment fee plus the cost of one (1) unit.

A non-refundable fee applies to most enrolments – at the discretion of the DIVTEC Training Team, this fee will not be refunded should you choose to withdraw from your chosen qualification after the commencement of training:

- Enrolment fee for Fee-for-Service students: \$250.00
- Enrolment fee for RPL Pathway students: \$300.00

In the event of financial hardship or other unforeseen and exceptional circumstances, please contact the DIVTEC Training Team.





### 3.7 FEES FOR APPRENTICES AND TRAINEES

In Queensland, apprenticeships and traineeships can be funded through the User Choice Program which is administered by the state government Department of Employment, Small Business and Training.

If you are under 21 years of age, you may be eligible for a free apprenticeship or traineeship in one priority qualification. Please see more details below. Otherwise, you are expected to contribute to the costs of your training.

Student Contribution Fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency on the Training Plan to be calculated at the commencement of the unit. This fee may be adjusted annually.

### 3.8 FREE APPRENTICESHIPS FOR UNDER 21s

Free apprenticeships for under 21s will cover the cost of training for Queensland apprentices **and trainees** under 21 years of age who commence or are undertaking one of 139 priority apprenticeship or traineeship qualification from 1 July 2019 to 30 June 2023.

1. Choose one of the priority programs offered by DIVTEC Training and Further Education:
  - CHC33015 – Certificate III in Individual Support
  - CHC30113 – Certificate III in Early Childhood Education and Care
  - CHC50113 – Diploma of Early Childhood Education and Care
2. Ask your employer to contact an Australian Apprenticeship Support Network (AASN) provider
3. Sign your training contract

### 3.9 APPRENTICES AND TRAINEES – PARTIAL EXEMPTION

DIVTEC will charge 40 per cent of the Student Contribution Fee where the student falls into one or more of the following exemption categories

- (a) The student was or will be under 17 years of age at the end of February in the year in which DIVTEC provides training, and the student is not at school and has not completed year 12.
- (b) The student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- (c) The student has issued DIVTEC with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The student is of Aboriginal or Torres Strait Islander descent. Acceptable evidence is as stated on the Training Contract and Enrolment Form.

### 3.10 APPRENTICES AND TRAINEES – FULL EXEMPTION

DIVTEC will apply full exemption from the Student Contribution Fee where the student falls into one or more of the following exemption categories:



- (a) AVETMISS outcome 60 – Credit Transfer - where credit transfer/national recognition has been applied to a unit of competency/module
- (b) AVETMISS outcome 65 - Superseded qualification - This relates to transitioning a student from a superseded qualification to the new qualification and a completed unit of competency is identified during the mapping process as similar but not equivalent between the superseded qualification and new qualification, therefore gap training is required.
- (c) the student is a school-based apprentice or trainee.

At our discretion, DIVTEC may apply full exemption from the Student Contribution Fee where payment of the Student Contribution Fee may cause the student extreme hardship. Under these circumstances, the DIVTEC Training Team will seek advice from the Department of Employment, Small Business and Training prior to exemptions being granted.

### **3.11 SCHOOL-BASED APPRENTICE/TRAINEE (SAT)**

A student who is a school-based apprentice is exempt from paying a Student Contribution Fee.

When a student converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, Student Contribution Fees will be charged for training and assessment for any units of competency that are not yet commenced.

This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the Queensland Government.

### **3.12 VETIS STUDENTS**

A school student who is undertaking a course funded by the VET in Schools (VETiS) program is exempt from paying fees. Any additional charges for training and assessment services are to be paid to DIVTEC Training and Further Education by the applicable school. More information can be found at <https://training.qld.gov.au/site/providers/Documents/funded/vetis-factsheet.pdf>

### **3.13 CERTIFICATE 3 GUARANTEE**

In Queensland, this program supports eligible individuals to complete their first post-school certificate III level qualification. The Certificate 3 Guarantee is targeted at certificate III qualifications because they are considered the entry-level qualification most often needed to gain employment in many industry sectors.

Students are expected to contribute to the costs of their training. More information can be found at: [https://desbt.qld.gov.au/\\_data/assets/pdf\\_file/0018/8145/c3g-factsheet-student.pdf](https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf)

### **3.14 HIGHER LEVEL SKILLS**

The Higher Level Skills program aims to assist eligible individuals to gain the higher level skills required to secure employment or career advancement in a priority industry, or to transition to university.

Students are expected to contribute to the costs of their training. More information can be found at: [https://desbt.qld.gov.au/\\_data/assets/pdf\\_file/0026/7784/hls-student-factsheet.pdf](https://desbt.qld.gov.au/_data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf)



### 3.15 INCIDENTAL FEES

#### Industry Specific

- Blue or Yellow Card / Working with Children Check: \$0.00
- Australian Federal Police check: \$49.50 (required before commencing work placement in some industries)
- Uniform: \$100.00 (where required, as specified prior to enrolment)

#### Replacement/Re-issue

- Individual Learning Guide: \$50.00
- Replacement of Textbook: \$120.00
- Transcript/Certificate: \$30.00
- Statement of Attainment: \$30.00

### 3.16 FEE REFUND POLICY

You will be entitled to a full refund of the enrolment fee if you cancel or withdraw your enrolment for any reason more than 14 business days prior to the commencement of training. Please refer to the Training Plan you were issued at enrolment for scheduled training dates.

You will also be entitled to a refund of the relevant unit contribution fee for any training that you did not attend or have not commenced at the time you decide to cancel / withdraw your enrolment. A pro-rata refund (minus the enrolment fee) will be calculated for any training delivery that you took part in, but did not complete, at the time of your withdrawal.

All refund requests must be made in writing using the **Cancellation, Withdrawal, Deferral Application form** which is available upon request from the DIVTEC Training Team. The Finance Manager, or their delegate, is responsible for approval of refund applications as decisions will be made on a case-by-case basis. Payment will be made within 28 days of approval.

In the event of default by DIVTEC, refunds will be made within 14 days.



## 4 COMPLAINTS AND APPEAL POLICY

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Students, or prospective students, may lodge a complaint regarding any matter including:

- Quality of course/material
- Misleading advertising
- Academic Results
- Refund issues
- Bullying, harassment and discrimination

All complaints and appeals shall be reported in fortnightly management meetings when 'Stakeholder feedback forms' are raised detailing the actions required to resolve each matter. This ensures that all matters are dealt with in a constructive and timely manner.

Many grievances, disputes or conflicts arise from simple misunderstandings or when expectations aren't met. Students can speak to their trainer for advice, or complete the complaint form available on the DIVTEC website. If you are dissatisfied with the outcome of your complaint or assessment decision, you may lodge an appeal.

### 4.1 MAKING A COMPLAINT

If you have any questions, you may contact DIVTEC directly in the first instance and speak with the RTO co-ordinator about your concern/s. Any feedback can also be emailed to: [training@divtec.edu.au](mailto:training@divtec.edu.au).

If you wish to submit your complaint in writing, please complete the Complaint Form available online and mail to: DIVTEC - Complaints and Appeals, PO Box 81, Arana Hills, QLD, 4054.

### 4.2 MAKING AN APPEAL

- All applications for appeal should be made in writing and submitted to DIVTEC.
- All appeals will be reviewed by the management team, and a response will be returned to the student once a decision is made on the outcome. If the management team will take longer than 30 days to make a decision, the DIVTEC Training Team will advise the student.
- Assessment appeals shall be resolved by any of the following methods:
  - Re-assessment by the original and/or another assessor
  - Consultation with another RTO and the person regarding the assessment.

### 4.3 MEDIATION

If you are not satisfied with the outcome of your appeal, then an independent mediator will be sourced through LEADR, the Association of Dispute Resolvers. You may request that your grievance be referred to the independent mediator by contacting the DIVTEC Training Team by email or phone. Costs of such mediation will be shared equally with the student.

If you remain unsatisfied with the outcome of your matter, you may contact the Australian Skills Quality Authority (ASQA). For contact details and information, visit: [www.asqa.gov.au](http://www.asqa.gov.au).



## 5 SOCIAL MEDIA GUIDELINES

The DIVTEC Training Team uses social media to share updates on workshops, reminders for your training, and to enable two-way feedback.

Social media use worldwide provides an important avenue through which future students (nationally and abroad) can find support networks and information before they commence study. As such, guidelines were created to encourage new use of social networks whilst providing support and guidance to people who already use social media in their roles.

The secondary purpose of these guidelines is to protect DIVTEC and its staff by establishing a set of common-sense guidelines within which to operate.

These guidelines apply to all social media activity undertaken by staff, students, contractors, and agencies representing DIVTEC in any capacity. As such they apply to any use hosted either internally on DIVTEC premises or externally by third party networks.



However, it is important to note that whilst these guidelines are founded on common sense principles, they do not apply to personal use.

As a user of our social media channels, you may express your views, comments, ideas, insights, and criticisms about DIVTEC Training and Further Education. However, you must also show courtesy and respect to others. Disciplinary action may be undertaken in cases of improper use of social media resulting in any detrimental effect on DIVTEC as an organisation. Upon review, and at the discretion of DIVTEC's CEO, this could include termination of employment or cancellation of a course enrolment.

By being involved in this area, DIVTEC aims to improve the quality, accuracy and depth of information provided through these channels and strives to endeavour that social media use is a positive experience for students, trainers, assessors, and the wider community.

- **Consider intention, tone, and value** - There are many ways to help and inform others using social media and it sometimes works on strangely karmic principles. Often, it is not all about you or the message you want to get across!

Try to be yourself, use a polite and conversational tone appropriate for your audience and respect the rules of the forum you are engaging. You can support and promote DIVTEC by contributing valuable content or answering specific questions. Conversely, by being unhelpful you create poor interactions that damage our standing.

- **Trust, credibility, and authority** – On the internet 'you are what you publish' so be honest, respectful, and genuine to maintain your credibility.

Remember to identify who you are, your role within DIVTEC, and in what capacity you are contributing. Be sure to specify if you are speaking in an official capacity or simply offering an opinion and be wary wherever confidential, private, or sensitive information is concerned.





Unless you are specifically asked or authorised to share information/comments, try to refer your audience to someone who can help them.

- **Think before you post** – Internet posts are typically permanent, and it is very hard – if not impossible – to remove content once distributed through social networks.

Some (like Facebook and Twitter) offer real-time data about who you are, what you are doing and where you are. This is even more important to consider when using a mobile device!

If you decide to make use of social media, we suggest maintaining your online presence by ensuring content is up-to-date and your responses are timely. You may consider publishing a timeframe for responses to set realistic expectations for enquiries. Also, consider your personal safety, privacy and whether you should publish anything that is subject to change frequently as it could be associated with you and DIVTEC for a very long time.

The DIVTEC Training Team may remove any posted messages that it considers to be in breach of the standards, including without consultation with the user or further review. DIVTEC may also block or delete you as a user if the DIVTEC Training Team considers that you have breached the standards.

If you have any questions about this policy, please contact the DIVTEC Training Team via email [Training@divtec.edu.au](mailto:Training@divtec.edu.au).

## 6 WHAT IS RPL

RPL is an assessment-only pathway that acknowledges skills and knowledge gained through:

- Formal training conducted by industry or education
- Work experience
- Life experience

The main principle of RPL focuses on outcomes rather than when or where the learning occurred. You will need to collect evidence of competency and submit documents to DIVTEC so that assessment can be made based on the required industry standard within the relevant training package and unit of competency. You will be asked to provide a portfolio of evidence which may include:

- Job description, resume and/or performance reviews from current and previous roles
- Samples of work, projects or other workplace documents you work with or have developed
- Certificates and awards from informal / non-accredited training
- Third-Party reports, references or letters of support from supervisors and/or managers

All applicants for Recognition of Prior Learning (RPL) will be provided with a copy of the relevant unit of competency and evidence requirements for the applicable units. Applicants who provide satisfactory evidence that they have achieved the required unit of competency will not need to undertake training in that unit.



## 6.1 RPL APPLICATION PROCEDURE

DIVTEC is committed to providing up-to-date and relevant RPL information to all students prior to and during enrolment. Please contact the DIVTEC Training Team for support and guidance on RPL enquiries.

### Step 1

- If you have experience, skills and/or formal qualifications, let us know that you seek recognition of your prior learning (RPL). We will ask you to complete an RPL Application.

### Step 2

- Relevant units for your workplace, current job role or future career goals are identified.
- We review the performance criteria and context for assessment for those units.
- DIVTEC then send you an RPL Evidence Guide (or kit). Staff will monitor your progress and provide ongoing advice or assistance in the collection of your evidence.

### Step 3

- Your experience, skills and/or qualifications are matched with the performance criteria
- An evidence guide and range statement are used to gather documents
- This might include workplace, peer and facilitator/mentor support to assist in this process
- References from supervisors, team leaders, managers and workplace reports may also be useful

### Step 4

- Once you have collected the applicable evidence, submit it to DIVTEC for assessment.

### Step 5

- Your documentation / evidence is verified. You may be required to demonstrate tasks or key skills in a 'challenge test'.
- If observation is required, an assessment date will be negotiated and scheduled with you.

### Step 6

- A qualified assessor with content appropriate technical skills and industry knowledge will assess the evidence on: Sufficiency, Validity, Reliability, Currency and Authenticity.

### Step 7

- **Recognition is awarded** - where the assessor has confirmed that you have met the requirements for the listed units (adhering to quality assessment policies and procedures).
- **Or, further training is scheduled with you.** If the assessor identifies any gaps in your knowledge or skills, we will contact you to discussed the further evidence that needs to be collected or if training is required.



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# Contact us!

Students can call our head office between  
**8.30am and 5:00pm - Monday to Friday**  
(excluding public holidays)  
on **1300 147 583**

Any enquiries can be directed to our email address:  
[Training@divtec.edu.au](mailto:Training@divtec.edu.au)

We'd also love to hear your feedback!



Fee information can be found on our website at: [www.divtec.edu.au](http://www.divtec.edu.au).



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Training and Further Education