



**DOLPH  
BUSINESS SCHOOL**

# **Dolph Business School**

## **Local Student Handbook**

### **2021**



**DOLPH  
BUSINESS SCHOOL**

**RTO No. 41480 CRICOS Provider No. 03642G**

**[www.dolph.edu.au](http://www.dolph.edu.au) | [concierge@dolph.edu.au](mailto:concierge@dolph.edu.au) | 1300 2 DOLPH**

**Dolph Learning Pty Ltd trading as Dolph Business School**

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## Introduction

This information booklet is designed to provide you with information about our services and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Dolph Business School. This information is contained in the Course Brochure which is supplied separately.

## About Dolph Business School

Dolph Business School is a Registered Training Organisation (RTO No. 41480) which provides high-quality, nationally recognised training to students in Australia. Dolph Business School has modern, up-to-date facilities, and boasts a team of qualified and dedicated Trainers and Assessors. You can find out more about Dolph Business School at the following websites:

[www.dolph.edu.au](http://www.dolph.edu.au)

<http://training.gov.au/Organisation/Details/41480>

Dolph Business School is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of the AQF certificate that may result based on your achievement of the course requirements.

## Our mission

Dolph Business School's mission is to equip our students with the best quality training and assessment to help them advance, grow and contribute positively in their communities, industries and workplaces.

## Finding Us

### Reservoir

946 High Street.

Reservoir, Victoria 3073



## Our courses

Dolph Business School offers training and assessment services in short courses, nationally recognised certificate and diploma courses.

## Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed Trainers. We promote excellent performance through leadership and professional development. Most of our recruits have been referred to us by our very own talented and dedicated staff members!
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence. We are constantly looking at new and innovative options and offerings available on the market to improve our students’ experiences with us.
- **Student Focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.
- To comply with the policies and procedures, as well as the rules and regulations of Dolph Business School.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively, and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed and to ask for assistance if and when required.
- To utilise facilities and Dolph Business School’s resources, learning materials and publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.

### Our Trainers

Our Trainers and Assessors are all qualified and dedicated professionals.

At Dolph Business School, we deliver nationally accredited qualifications and non-accredited courses via face-to-face, online and blended delivery training. When you study with Dolph Business School, your Trainers and Assessors will always be there to assist you throughout your course.

### Our expectation of you

Dolph Business School expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.

- To respect other students and Dolph Business School’s staff members and their right to fair and respectful treatment, privacy and confidentiality.

### Our guarantee

If Dolph Business School cancels or ceases to provide training, Dolph Business School will issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service ceases. You can refer to the respective course page on our website for a full breakdown of your course fees.

## Changes to terms and conditions

Dolph Business School reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed at least 7-days prior to changes taking effect.

## Unique Student Identifier

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

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. You may visit the official Australian Government [USI website](#) to find out more.

It's free and easy to [create your own USI](#), and it will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

## Your safety

Dolph Business School is committed to providing you with a safe environment in which to participate in training and assessment. We are aware under the Work

Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to our staff members;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Students who continually display unacceptable dysfunctional or disruptive behaviours may be asked to leave the session and / or the course to ensure the safety of the other students.

## Electrical equipment

- Electrical equipment that is not working should be reported to Dolph Business School's staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## Fire safety

- Dolph Business School will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility at the commencement of each training and assessment program, and to users of the office at least twice each year.
- All users of a training and assessment facility will need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

## First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the Injury Register.

## Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Dolph Business School unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any chairs, desks or tables.

## Your equity

Dolph Business School is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Dolph Business School's staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any student and/or staff

member who breaches this policy. Suspected criminal behaviour will be reported to the local police authorities immediately. Students should expect fair and friendly behaviour from Dolph Business School's staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this to a staff member of Dolph Business School that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Dolph Business School, they are advised to contact the relevant Equal Opportunity Commission in their states, such as the Victorian Equal Opportunity & Human Rights Commission on 1300 292 153.

### **Critical Incident Response**

In accordance with the National Code, Dolph Business School have strategies in place to manage Critical Incidents.

A Critical Incident is defined as a traumatic event, or threat of such which has the potential to harm life, or well-being and causes extreme stress, fear, or injury to the person experiencing or witnessing the event. Critical Incidents may include, but are not limited to:

- Serious injury, illness, or death of a student, staff member or contractor;
- A missing student, staff member or contractor;
- Severe verbal or psychological aggression;

- Physical or sexual assault;
- Occupational health and safety risk;
- A student, staff member or contractor witnessing a serious accident or violent act;
- Natural disaster;
- Fire, bomb-threat, explosion, gas or chemical hazard;
- Drug or alcohol abuse;
- Damaging media attention.

If you witness or experience a Critical Incident, contact our Student and Administration Support Manager immediately on 1300 236 574 to formally notify Dolph Business School of the event.

### **Fees payable**

Fees for on-campus courses are usually invoiced on a monthly basis.

Fees for online courses are usually invoiced in two parts. The initial fee payment of \$1,490 must be paid prior to commencing training or within 7-days of receiving an invoice from Dolph Business School, unless otherwise stated. The balance is invoiced within 26-weeks of the training commencement date. If the course fees are under \$1,490, the entire amount is invoiced prior to the commencement of training.

Dolph Business School may discontinue training if fees are not paid as required.

For a full list of current fees and charges please refer to our website.



## Payment method

Dolph Business School accepts payment for fees using:

- Credit / debit card; or
- Electronic funds transfer (account details available on request); or
- Payment plan via credit / debit card.

## Statutory cooling off period

The Standards for Registered Training Organisations require Dolph Business School to inform persons considering enrolment of their right to a statutory cooling off period.

A statutory cooling off period (which is 10-days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales activities. These include activities such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10-days of having received a sale contract without penalty.

It must be noted that **Dolph Business School does not engage in unsolicited marketing or sales tactics.**

## Fee extension

If you are experiencing difficulty paying the fees by the due date and require a reasonable extension, you may submit a request to the Accounts team at: [accounts@dolph.edu.au](mailto:accounts@dolph.edu.au).

Your request will be reviewed and you will be notified within 10 working days.

## Refunds

Students who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a refund of up to 75% of the fees paid.

Students who cancel within 28-days of the course commencing will be entitled to up to 25% of the fees paid. The amount retained by Dolph Business School is required to cover the costs of staff, learning materials and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after 28-days of their training program commencing will not be entitled to a refund of any fees paid. Training start dates can be found on your enrolment documents.

Where a student has purchased or been sent out a text or training workbooks and subsequently cancels, Dolph Business School will not refund the monies for the text.

## **Recognition of your existing skills & knowledge**

In accordance with the requirements of the Standards for Registered Training Organisations, Dolph Business School provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled in.

### **What is recognition of prior learning?**

Recognition of prior learning involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition of prior learning assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition of prior learning encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal, nationally recognised, accredited qualifications and improved employment outcomes. This has benefits for the individual and the industry. Most importantly, it should be noted that recognition of prior learning is just another form of assessment.

### **Recognition of prior learning guidelines**

The following guidelines are to be followed when an application for recognition of prior learning is received:

- Any student is entitled to apply for recognition of prior learning in a nationally recognised, accredited course or qualification in which they are currently enrolled.

- Students may not apply for recognition for units of competence or a qualification which are not included in Dolph Business School's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills and knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Dolph Business School reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

### **What is national recognition?**

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition, also known as a credit transfer allows a student to be awarded a unit of competency / module based on successful

completion of the unit which has been previously awarded.

### **Evidence requirements**

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Dolph Business School.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in Dolph Business School's scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

### **Issuing and replacing of text & training workbooks**

Students who require the issuing or the replacement of issued text or training workbooks will be liable the cost of text or training workbook. For a full list of charges please refer to our full fees and charges on our website [here](#).

### **Transfers**

Requests for transfers to another course within Dolph Business School can be arranged if Dolph Business School is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Dolph Business School has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$155.00 (incl. GST).

Students may request to transfer providers at any time provided

Request to transfer providers are to complete a Transfer of Provider Request form, along with any supporting documentation.

All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.

All requests will be processed within 10 working days from the date of submission, with an outcome provided.

If a student does not agree with the outcome, a student has 20 working days to access our Complaints and Appeals process.

Dolph Business School will not grant a Letter of Release if:

- The request is within 6-months of commencement of the enrolled course;
- The student does not have a valid Letter of Offer from the receiving provider;
- The student is experiencing financial difficulties or there are outstanding payments still owed to Dolph Business School; or
- The student is under 18 and there is no written authority from the Parent or Legal Guardian.

### **Student deferral, suspension and cancellation**

Dolph Business School can defer or temporarily suspend a student's enrolment on the grounds of:

- Compassionate or compelling circumstances, or
- Misbehaviour by the student.

Students who withdraw from their course after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Applications for the deferment or suspension must be made by completing a Deferral, Suspension or Withdrawal form and submitting the form together with any

supporting evidences to our Student and Administration Support Manager, either in person or via e-mail to: [concierge@dolph.edu.au](mailto:concierge@dolph.edu.au).

This form can be requested for from any of our staff members.

If you are under 18, a copy of the complaint as well as all other correspondences in relation to the complaint will be forwarded to your parent or legal guardian.

Applications for deferment and temporary suspension must be received at least 10 working days prior to the commencement of the course or the date of suspension, unless extenuating circumstances apply.

In addition to a deferment or temporary suspension, Dolph Business School may cancel a student's enrolment on the grounds of:

- Serious misbehaviour by the student;
- The non-payment of Course Fees in accordance with the Contract Agreement and Payment Schedule.

In any given situation that leads to a deferment, temporary suspension or withdrawal, instigated by Dolph Business School, formal written notification will be provided to the student. In turn, the student has 20 working days to lodge an appeal.

The deferment, temporary suspension or withdrawal cannot take effect until the internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student applies. In the case of students under the age of 18, a copy of the formal notification will be forwarded to the Parent or Legal Guardian and a resolution formulated.

## Misbehaviour

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and / or the course. Examples of unacceptable behaviour includes, but is not limited to:

- Continuous interruptions during class;
- Smoking in non-smoking areas;
- Being disrespectful to other participants;
- Harassment by using offensive language;
- Sexual harassment;
- Acting in an unsafe manner that places themselves and others at risk;
- Refusing to participate when required, in group activities;
- Continued absence or late arrival at required times.

## Course completion within the expected duration of study

Dolph Business School is required to manage a student's course progress and workload to ensure it is completed within the duration specified in the Confirmation of Enrolment.

Dolph Business School maintains and tracks each student's course progress to ensure a student is continuing to meet course requirements and that the course is completed within the expected duration of study.

Dolph Business School will monitor a student's academic performance and alert the student where necessary should they be falling below the requirements.

### **Extension to course duration**

Dolph Business School will only extend the duration of the student's study under compassionate or compelling circumstances, and at the discretion of the CEO.

Students will only be permitted a maximum enrolment period of 2-years. If a student has reached their maximum allowable enrolment period, they will not be granted any further extensions and will have to re-enrol into the course.

### **Intervention strategies**

Dolph Business School is required to implement intervention strategies for students not meeting the course requirements. A student's academic progress will be reviewed at the start of each academic quarter (i.e. January, April, July and October) to allow Dolph Business School to identify 'AT RISK' students and whether:

- The student has failed more than 50% of the units; or
- The student has missed more than 20% of classes for the semester (if applicable).

Strategies for intervention may include, but are not limited to:

- Extra tuition;
- Modifications in workload;
- Extension in course duration; and/or
- Personal counselling.

All students identified as 'AT RISK' will be sent an Intervention Notice, outlining their current academic situation and a formal interview will be arranged. Following that, an Intervention Plan will be formulated. If the student does not agree with the Intervention

Plan, the student has 20 working days to lodge an appeal.

### **Access to your records**

You are entitled to have access to your records. These records include your:

- student files,
- learning and assessment records,
- administrative records,
- AQF certificates including a re-issuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with your training, or simply to go back and confirm something in a previous training module. Whilst these records are retained by Dolph Business School, you are welcome to have access to them anytime. Simply contact our Student and Administrative Support team and it will be organised for you.

You can access records and reports from our student management system, but only those relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a work day will be arranged within 48-hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Dolph Business School reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view the records at our office.

In the case of accessing a re-issuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Dolph Business

School Australia. To obtain this you must complete the Student Records Request Form and return this to the Student and Administration Support team. The cost of \$33.00 will apply for each issued AQF certificate. These monies must be paid in advanced. Re-issued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may also nominate another person to collect the certificate, however these persons must be notified to Dolph Business School beforehand and the person must provide photo ID to validate their identity.

### Continuous improvement

Dolph Business School is committed to the continuous improvement of our training and assessment services, student services and learning and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the Continuous Improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Form is available on request. Students are encouraged to provide feedback

to Dolph Business School so we can improve our services in the future.

### Student satisfaction survey

At the completion of your training program, you will be issued with a Student Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with us and in undertaking nationally recognised training. Your completion and return of this survey is important to Dolph Business School for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

### Assessment

At Dolph Business School, we will endeavor to correct and provide you with feedback on your assessment submission within **20 working days**. There may be situations where this is not possible, such as the Covid19 lockdown Victoria experienced. Where this is the case, the assessment will be marked as soon as practicable and feedback provided in a timely manner.

Assessment is conducted using a combination of Written Knowledge Assessments, Research Tasks and Project Work, as well as Case Studies. The following provides a brief explanation of the primary assessment methods:

- **Knowledge Tests.** The student is required to participate in knowledge tests over the course of his or her study. The student will be required to individually complete the test. The student may research their answers from the course training materials and notes as well as relevant workplace references.

- **Project Work.** The student is required to undertake a range of projects in the context of his or her own workplace or on a case study that is provided by the assessor. A project will require the creation of various workplace documents (reports, memos, etc.).
- **Written Reports / Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Presentations / Role-Plays:** The student is required to demonstrate a range of skills whilst being observed by, or interacting with, the assessor. These activities will be clearly explained and always relate to duties relevant to the workplace. These activities allow the assessor to observe the student apply their knowledge and skills during practical activity.

#### Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

Dolph Business School will provide re-assessment submissions at a prescribed fee, up to a maximum of three re-assessments. Please refer to our website for more information.

Students requiring additional learning support are to be brought to the attention of Dolph

Business School's management so that the progress of the student can be monitored closely and additional support services can be applied. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

#### Issuing Qualifications and Statements of Attainment

Dolph Business School will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within **30 calendar days** of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is completed, and providing all agreed fees the student owes to Dolph Business School have been paid and the USI provided is valid and correct.

#### Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Dolph Business School will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of knowledge and workplace skills being delivered;



- Provide clear information to students about the details of the language, literacy and numeracy assistance available. Dolph Business School generally recommends the LLN training courses provided by Kangan Institute (Melbourne), Sydney TAFE (Sydney), Brisbane TAFE (Brisbane), TAFE SA (Adelaide) and Central Institute of Technology (Perth). These institutes have specialist teachers to support the student’s development.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Dolph Business School and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

### Your privacy

Dolph Business School takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from the 12<sup>th</sup> March 2014).

Here’s what you need to know:

- Dolph Business School will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, your individual needs, and your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our computer systems. Your information is collected via the enrolment form, other administrative related forms and your training outcomes. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Dolph Business School is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment is completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome, if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, Dolph Business School will seek the written permission of the student for such disclosure. Dolph Business School will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Dolph Business School is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how Dolph Business School is managing your personal information, we encourage you to inform

our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook if you have any concerns.

- Under the Privacy Act 1988 (Privacy Act), you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

### Privacy Notice

Under the Data Provision Requirements 2012, Dolph Business School is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Dolph Business School for statistical, regulatory and research purposes. Dolph Business School may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### Making complaints & appeals

Dolph Business School is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required.

To make a complaint or an appeal, you are requested to complete one of the following forms:

[Complaint Form](#)

[Request to Appeal a Decision Form](#)

These forms can be requested for from any of our staff members, and are also available on our website by clicking on the links above.

Once you have completed the required form you are requested to submit this to the Student & Administration Support Manager either in person or via e-mail to: [concierge@dolph.edu.au](mailto:concierge@dolph.edu.au).

If you are having any difficulty accessing the required form(s) or submitting them to us, please contact us at 1300 236 574.

If you are under 18, a copy of the complaint as well as all other correspondences in relation to the complaint will be forwarded to your parent or legal guardian.

### What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Dolph Business School in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Dolph Business School within **20 working days** of the student being informed of the assessment decision or finding.

### Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the

time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### Complaint and appeals handling

Dolph Business School applies the following principles to its complaints and appeals handling:

- Written records of all complaints / appeals are to be kept by Dolph Business School including all details of lodgement, response and resolution. Dolph Business School will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Dolph Business School will send a letter within **48-hours** confirming receipt of a complaint to the complainant.
- The handling of a complaint / appeal will commence within **5 working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written

response to the complaint / appeal, including details of the reasons for the outcome. A written response will be provided to the complainant within **10 working days** of the lodgement of the complaint / appeal.

- Complaints / appeals must be resolved to a final outcome within **30-days** of the complaint / appeal being initially received. Where Dolph Business School's Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the complaint / appeal, the complainant will be informed in writing, including reasons why more than 30 calendar days are required. As a benchmark, Dolph Business School will attempt to resolve complaints / appeals as soon as possible. Dolph Business School will endeavour to resolve a complaint / appeal within 30 calendar days.
- A person making a complaint or seeking an appeal will also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal on a fortnightly interval.
- Dolph Business School shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No Dolph

Business School representative will disclose information to any person without the explicit permission of Dolph Business School's Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.

- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed via the following link: [Principles of Natural Justice and Procedural Fairness](#)

#### **Review by an independent person**

Dolph Business School provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances Dolph Business School's Chief Executive Officer will appoint Newbery Consulting, an appropriate party independent of Dolph

Business School, to review the complaint (and its subsequent handling) and provide advice to Dolph Business School in regards to the recommended outcomes.

Where Dolph Business School appoints or engages Newbery Consulting, or another appropriate independent person to review a complaint / appeal, Dolph Business School will meet the full cost of engaging Newbery Consulting to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, Dolph Business School may seek the person making the complaint or seeking an appeal to contribute to the cost of engaging this person to undertake the review.

Following an independent review, advice received from the independent person is to be accepted by Dolph Business School as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

### **Unresolved Complaints and Appeals**

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Dolph Business School, they have the opportunity for a body that is external to Dolph Business School to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Dolph Business School may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Consumer

Affairs Victoria, or the respective state's consumer protection body.

- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

### **Legislative and Regulatory Responsibilities**

Dolph Business School is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Dolph Business School has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Dolph Business School.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au) (Victoria), and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

#### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also co-operate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

#### **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The objective of the Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;

- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

#### **Disability Discrimination Act 1992**

Section 5 of the Disability Discrimination (1). For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

#### **Sex Discrimination Act 1984**

Objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or

- potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Age Discrimination Act 2004**

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and

- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

### **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of

discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides the basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which includes:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator.



I, \_\_\_\_\_ hereby declare that I have read the Student Handbook and acknowledge and understand the policies and procedures outlined within Dolph Business School's Student Handbook. I agree to be bound by Dolph Business School's policies and procedures and will adhere to them during the duration of my course with Dolph Business School.

<b>Student Signature</b>	DOLPH BUSINESS SCHOOL
<b>Date</b>	