



**DOLPH
BUSINESS SCHOOL**

Dolph Business School

International Student Handbook



**DOLPH
BUSINESS SCHOOL**

RTO No. 41480 CRICOS Provider No. 03642G

www.dolph.edu.au | concierge@dolph.edu.au | +61 3 8679 6558

Dolph Learning Pty Ltd trading as Dolph Business School

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DOLPH
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Introduction

This information booklet is designed to provide you with information about our services and our approach to providing you with 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 relevant course information section on our website.

About Dolph Business School

Dolph Business School is a Registered Training Organisation (RTO No. 41480, CRICOS Provider No. 03642G) 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://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

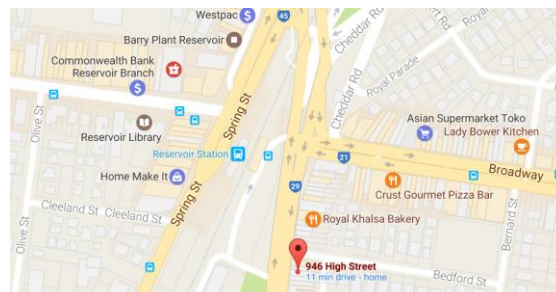
Dolph Business School's mission is to equip our students with the best quality training and assessment possible to help them advance, grow and contribute positively in their communities, industries and workplaces.

Finding Us

Reservoir

946 High Street.

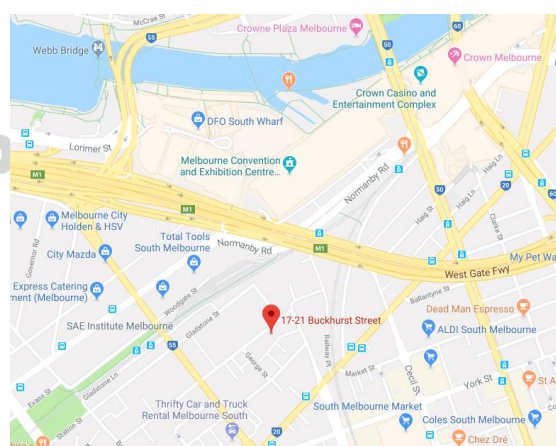
Reservoir, Victoria 3073



South Melbourne (kitchen campus only)

Part 17-21 Buckhurst Street

South Melbourne, Victoria 3205



Our courses

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

Our objectives

- **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.

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 workplace-based training and assessment. 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 comply with 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.
- 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.
- 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.

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 effect 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 a course of study, you will often need to provide your USI number. One of the main benefits of having the USI number is the ability to easily access your training records and results (transcript). 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.

Dolph Business School is required to enter a valid USI number for each student prior to the issue of any transcript or certificate.

Student Code of Conduct

Dolph Business School strives to provide a supportive, inclusive, safe and positive experience to our students.

In order for us to be able to do so, we seek your co-operation to:

- Treat others with respect, dignity and fairly;
- Respect the rights and privacy of other students and staff members;
- Accept cultural, gender, race, sexual preference, political affiliation, disability, religious belief and other individual differences of other students and staff members;
- Engage in practices that provide a positive, safe and secure environment for all;
- Follow all reasonable instructions and directives provided by our staff members;
- Attend classes punctually and be responsible for your own learning and development by ensuring that you maintain progress with your learning;
- Participate in the training and assessment activities actively and positively;
- Seek out help and assistance where required ;
- Not disrupt the class consistently and egregiously;
- Not bring any dangerous items onto any training and/or assessment sites, such as lighters and knives;

- Not smoke in or around the training and/or assessment sites;
 - Maintain the peace of the learning environment;
 - Act and present your work honestly and ethically, without plagiarism, cheating or collusion;
 - Be free from any prohibited drugs and substances, including alcohol;
 - Not be aggressive or behave in a violent manner towards any individual;
 - Not use or behave in an offensive, bullying, discriminatory or harassing manner;
 - Refrain from any activity that deliberately obstructs, offends, harms or injures others;
 - Make use of our facilities, equipment and resources responsibly and respectfully without intentionally destroying or damaging them; and
 - Abide by all laws, regulations, terms of enrolment, as well as our policies and procedures diligently.
- 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.

Breach of Student Code of Conduct

Where a student has conducted themselves in a manner that contradicts the Student Code of Conduct, they may be liable for student misconduct and disciplinary action may be taken, such as:

- A formal warning may be issued;
- A student may be suspended from their training program;
- A behavioural management contract may be enforced; and/or
- A student’s enrolment may be cancelled – where serious misconduct involving violence and aggression to others, damage to property, or a breach of law.

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;

Bullying, Discrimination and Harassment

Dolph Business School are committed to ensuring that our practices, systems, policies and procedures support an environment that is free from bullying, discrimination and harassment. We do not tolerate any kind of harm, be it physical, emotional or mental harm, regardless of the circumstances. We encourage equal opportunity and encourage our students, staff members and visitors to report any discriminatory or harassment behaviours they experience or witness. We strive to treat all complaints in a sensitive and just manner, as well as guaranteeing protections by the complainant or appellant from any victimisation or reprisals.

Students who believe that they have been bullied, discriminated against or harassed should approach a Dolph Business School staff member they trust and report the matter to them. Students can be rest assured that their privacy will be respected and the situation will be treated with sensitivity and care. Where a student wishes to report the matter to an independent agency, they are advised to contact the Human Rights and Equal Opportunity Commission – 1300 369 711.

Safe Training Environment

Dolph Business School is committed to providing a safe learning and working environment for our students, staff members and visitors alike.

We endeavour to do so by following a systematic approach to the planning and the management of work health and safety matters within our premises and our online learning platform which enables our students and staff members to interact with one another.

We encourage all students to report any potential hazards, accidents and near misses to

us, as well as if you notice anything amiss or out of the ordinary. This includes hazards such as the misconduct of other students taking place within the classroom environment, or on our online learning platform.

We encourage you to notify us via e-mail at: <insert e-mail address>. This will enable us to investigate and control or eliminate the hazard and promote an adequately safe and secure environment.

Cyber safety

- Bullying, discriminatory or harassing behaviours occurring on our online learning platform, or on other platforms such as social media sites are to be reported to us as soon as possible. In order to keep our students safe and our learning environment harmonious, it is crucial that we are aware of these behaviours as soon as possible to be able to counsel and support those involved.
- Where students are provided with access to interact with others on the online learning platform, we will monitor the conduct and behaviours of the students to ensure that learners are interacting with each other in a respectful manner.

Fire safety

- Evacuation and emergency procedures will be communicated to students on induction day (where applicable). Students will also be shown the location of fire equipment and first aid stations.
- Students are not to bring any lighters, matches or flame starters onto any training and/or assessment site. Should any lighters, matches or flame starters be required for training and assessment purposes, Dolph Business School will provide these requirements to the

students and provide safe instruction for use.

- Fire drills will be conducted at least once a year to familiarise students and staff members with the evacuation plans, routes and assembly points.

Electrical safety

- Electrical equipment that is not working, or that has experienced a short circuit should be reported to our Admissions & Student Support Officer immediately.
- No liquids in open containers or canisters are to be present around electrical equipment, sockets, points, plugs, wires or cabling.
- The use of electrical cables are strictly prohibited by students. Should a student notice an electrical cable or extension cable cross any walkways, pathways or open spaces, it should be reported to our Admissions & Student Support Officer immediately.
- Electrical work should only be performed by appropriately licensed electricians. Students are not to fix any electrical equipment, socket, point, plug, wire or cabling on their own accord.

Work and learning station safety

- Students are to observe ergonomic practices to help reduce the strain on their eyes, necks, backs and wrists when working at your workstation, particularly for long periods of time.
- Students should endeavour to get up from their workstations and stretch every hour.
- Feet should be comfortably placed on the floor, or footrest and arms are to be positioned at a 90-degree angle.

- Work and learning stations are to be kept neat and tidy at all times.

- Rubbish should be disposed of in the respective bins.

- Desks, tables, machinery and equipment are not to be sat on.

- Desks, tables, chairs, machinery and equipment should not be used to climb or stand on.

Personal safety

- Students are expected to take reasonable precautionary measures to ensure their own safety, and the safety of others.

- Students are to always be aware of your surroundings.

- Stay home and rest if feeling unwell, particularly if experiencing symptoms of a communicable or contagious disease.

- If something or a situation is triggering, bring it to the attention of your Trainer or our Admissions & Student Support Officer so that we are aware of it and can help you manage them appropriately.

- Do not lift or move any heavy equipment, furniture or items. Contact the Admissions & Student Support Officer for assistance.

- It is strongly encouraged not to discuss or engage in conversations that are sensitive, or can be viewed as sensitive by others, such as racial, religious, gender orientation, and political matters.

- It is strongly advised not to share any personal information with others such as your bank or credit card numbers, your address and your personal identification information such as your driver's licence number.

- We encourage you to report any violent, attacking, bullying or unacceptable behaviours to the Admissions & Student Support Officer immediately.
- Any and all accidents and hazards are also to be reported to the Admissions & Student Support Officer immediately, including, but not limited to:
 - Physical accidents and hazards
 - Flammable accidents and hazards
 - Chemical accidents and hazards
 - Biological accidents and hazards
 - Equipment accidents and hazards
 - Electrical accidents and hazards
 - Psychological accidents and hazards

IT Acceptable Use and Security

Dolph Business School seeks to provide our students with a secure and timely access to IT equipment as well as online services and resources necessary to be able to carry out their training and assessment activities.

Dolph Business School's IT facilities and services shall be used in an approved, ethical and lawful manner to avoid loss or damage to our operations, image, or financial interests and to comply with official acceptable use.

Users of Dolph Business School's IT facilities and services shall contact the Admissions & Student Support Officer prior to engaging in any activities not explicitly covered by these policies.

Acceptable and unacceptable use:

- Dolph Business School's IT facilities and services are provided for use specifically for the training and assessment activities of students. Some reasonable non-training and assessment related personal use may be allowed, but this is a privilege and is not

a right. If that privilege is abused, it will be treated as a breach of this Policy.

- The use of the IT facilities and services must not jeopardise the fair, safe and productive IT environment of our community, nor our operations, assets and reputation.
- The IT facilities and services provided must not be used unlawfully or for an unlawful purpose.

Access and accounts:

- All students are entitled to access the IT facilities and services via a unique password protected account.
- Dolph Business School may impose quotas on the use of the IT facilities and services (including print, file storage, e-mail and internet download) and will revise them as necessary. Where quotas exist, account holders are expected to comply with them. If an account holder exceeds any of their quotas, they may be temporarily prevented from using Dolph Business School's IT facility or service.
- When students no longer have a relationship with the organisation or are no longer authorised to have access to the IT facilities and services, their accounts will be disabled for a period of 3-months, and then deleted.
- Users may have their IT access suspended immediately where there is a suspected breach of the organisation's Policy.
- All users must:
 - Not use their access to gain any inappropriate personal, professional or other advantage;
 - Not manipulate Dolph Business School's data without authorisation; and
 - Maintain the confidentiality of any personal or confidential information accessed via the IT facilities and services.

Security:

- Dolph Business School will take reasonable steps to protect the IT facilities and services from unauthorised and unacceptable use and intrusions.
 - To preserve the organisation’s standard operating environment and ensure compliance with licensing obligations, users of the IT facilities and services may only modify the standard configuration of any of the IT facilities and services, after first gaining approval from the IT Manager. Users must never install or use unlicensed or malicious software on the IT facilities and must not connect unapproved networking devices to our organisation’s IT infrastructure.
 - Users of the IT facilities and services must not circumvent the authorised internet connection(s) or subvert our IT security measures.
 - All Dolph Business School’s IT hardware, especially portable devices, must be kept secured at all times against damage, misuse, loss or theft. In addition, hardware and software containing sensitive information or data must be protected with appropriate security measures such as passwords and encryption.
- Download videos, music or anything else that is copyrighted by other people;
 - Use the IT facilities to bully or harass other people;
 - Install unlicensed or malicious software;
 - Use the IT facilities to advertise for goods or services for personal purpose;
 - Forget to log out of the computer systems when you have finished using them;
 - Use the IT systems for purposes not relating to your work or learning at Dolph Business School; and
 - Forget to think carefully about your online conduct to protect personal information.

User responsibilities:

- It is a condition of use of the IT facilities and services that this Policy, particularly the principles of acceptable and unacceptable use, and its associated procedures must be complied with.
 - Users must not:
 - Access pornographic or obscene material or material that could offend others;
 - Let anyone else use any of your accounts or tell anyone else your password;
- Users are responsible for all activity initiating from their account.
 - Users must only access the IT facilities and services using their own account.
 - Users must ensure that their passwords are securely stored.
 - Users of the IT facilities or services provided by a third-party provider on Dolph Business School’s behalf must comply with any terms and conditions issued by that third-party provider.
 - Users of the IT facilities and services must not create, send, store, upload, access, use, solicit, publish or link to:
 - Offensive, obscene, profane or indecent images or material;
 - Material likely to cause annoyance, inconvenience or distress to other individuals or cultures;
 - Discriminating or sexually harassing material or messages that create an intimidating or hostile work environment for others;
 - Defamatory material or material that makes misrepresentations or could

- otherwise be construed as misleading;
- - Material that infringes the intellectual property (including copyright) of another person or organisation;
 - Malicious software such as viruses, worms or address-harvesting software.
- The IT facilities and services must not be used in the conduct of any personal business or unauthorised commercial activities.
- The IT facilities and services must not be used for any illegal activity such as sending chain letters, breaching the SPAM Act 2003, or attacking of other computer systems.
- Electronic materials must never be forwarded on without the express or implied permission of the material's creator.
- Peer-to-peer and torrent software must only be used for lawful purposes.
- Any observed security weaknesses in or is a threat to the IT facilities and services, as well as any known or suspected breach of this Policy and its associated procedures must be reported to the Admissions & Student Support Officer as soon as practicable.

Managing and monitoring:

- Dolph Business School will manage user accounts, maintain a secure IT environment and keep users of the IT facilities and services informed of their user responsibilities and expected best practice standards.
- Dolph Business School reserves the right to investigate any and all aspects of its electronic information systems if it is suspected that any user of the IT facilities and services is acting unlawfully or violating this Policy or any other business Policy.

- Dolph Business School may take action it considers necessary to remedy immediate threats to the IT infrastructure or security, including suspending authorised accounts and/or disconnecting or disabling relevant IT facilities or other equipment, with or without prior notice.
- Dolph Business School reserves the right to block or filter any network traffic that potentially breaches this Policy or is potentially illegal.

Consequences of non-compliance:

- Minor breaches of this Policy will be addressed by sending e-mails to users requesting that they desist from the breaching behaviour.
- Ongoing or serious breaches of this Policy by any user will be addressed by the relevant disciplinary procedures.
- If a breach of this Policy, including procedures, appears to constitute an offence under State or Commonwealth law, Dolph Business School may (and in some cases is obliged to) refer the suspected breach to the appropriate law enforcement agency(ies).

Critical Incident Response

A critical incident is a traumatic event, or the threat of such, which causes extreme stress, fear or injury. Critical incidents may include, but are not limited to, a missing student, severe verbal or psychological aggression, death, serious injury, a natural disaster, domestic violence, physical abuse, sexual abuse, and other potentially life-threatening events. It should be noted that this does not include serious academic misconduct.

Exposure to a critical incident can be overwhelming and threatening. This can be harmful when a person has demands and expectations that are out of keeping with their needs, abilities, skills and coping strategies.

This distress can result in a decline in one's wellbeing.

If you witness or experience a critical incident, contact us immediately on 0421 223 838 to notify us of the incident.

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.

Fees payable

Fees are payable when a student is offered and in turn accepts a place with Dolph Business School. The initial fee payment must be paid prior to commencing training or within 7-days of receiving an invoice from Dolph Business School, unless otherwise stated. Dolph Business School may discontinue training if fees are not paid.

For a full list of current fees and charges please refer to the Schedule of Fees and Charges for International Students on our website.

Payment method

Dolph Business School accepts payment for fees using:

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

Payment by cash is highly discouraged.

Tuition Protection

In accordance with the ESOS Act, Dolph Business School has a responsibility to ensure the security of student's tuition fees and comply with the Australian Government's Tuition Protection Service framework. This initiative as set up to assist international students in the event their education providers are unable to fully deliver their course of study. You can find out more about the initiative on the [Tuition Protection Service website](#).

Statutory cooling off period

The Standards for Registered Training Organisations 2015 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 this request to the Accounts team at: accounts@dolph.edu.au.

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

Penalties

Where a student has agreed into a payment plan with Dolph Business School and have not met their instalment payments promptly:

- 7-days overdue: A penalty fee of \$50 will apply
- 14-days overdue: A penalty fee of \$150 will apply
- 21-days overdue: Students are issued with a notice providing the student with 7-days to pay all over amounts including penalties and students shall forfeit the payment plan for future fee payments

- 28-days overdue: A notice of intention to cancel and report to the Department of Home Affairs will be issued

Refunds

To obtain a refund, you are required to give written notice to cancel your enrolment and submit a Deferral, Suspension or Withdrawal form, and a Refund Request Form together with any supporting evidences. The Refund Request form can be requested for from our Admissions & Student Support Officer.

This form must be submitted to the Admissions & Student Support Officer via e-mail to: concierge@dolph.edu.au. Alternatively, you can mail the form to us at: 946 High Street, Reservoir Vic 3073, Australia.

Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account in your name. This payment will be made within 14-days from the time the refund request is approved.

Any refunds for monies paid for your Overseas Student Health Cover, accommodation and pick up will need to be discussed directly with the respective providers. Dolph Business School does not have any jurisdiction over the refund policies of the respective providers for these services as they are not provided by Dolph Business School.

Where a student has purchased texts, training workbooks, resources or other materials and subsequently cancels, Dolph Business School will not refund the monies for these materials.

An amount equivalent to 70% of the tuition fees paid will be refunded if an enrolment is cancelled more than 28-days prior to commencement of the course.

No refund of tuition fees will be paid if an enrolment is cancelled within 28-days of commencement of a course.

Any student who defers a course will not get a refund in case of a non-commencement or later decides to withdraw from the course, except when visa refused for overseas offshore students.

In the case of overseas offshore students, where proof of visa refusal is submitted, a full refund will be calculated as per section 47E of the ESOS Act, subject to \$500 or 5% of the total initial deposit paid for the course, whichever is lower. Any expenses incurred in terms of materials by Dolph Business School cannot be offset.

Tuition fees are not transferrable to another person or student and notwithstanding the above provisions, Dolph Business School may grant a refund of fees on compelling or compassionate grounds made known in writing.

The student has the right to the appeals process as per our Appeals policy. It also does not prevent the student the right to take action under the Australian Consumer Protection laws or to pursue other legal action.

Dolph Business School also holds the right to cancel or amend the delivery of a course. In the event that occurs, a refund may be granted to such student subject to Section 46A and 46D of the ESOS Act 2000, as per the following options:

- Any unused portion of the tuition fees paid by the student will be refunded, within 2-weeks from the date of default, or
- An alternative course or part course can be arranged at the provider's expense. If accepted by the student,

the payment of the course fees will be paid to the alternative provider within 2-weeks from the date of notice of the default.

Recognition of your existing Australian qualification

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

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training in Australia. 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.

Please note, where the credit transfer is granted before the issue of a student visa, the course duration will be indicated on the Confirmation of Enrolment. Where credit transfer is granted after the issue of a student visa, a new Confirmation of Enrolment will be issued.

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.
- The student does not incur any fees for national recognition and Dolph Business School does not receive any funding when national recognition is granted.
- 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 accordingly.

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 registered training organisation.

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.

Issuing and replacing of text & training workbooks

Students who require the issuing or the replacement of issued text or training workbooks will be liable for its cost(s). For a full list of charges please refer to our website.

Transfers

Requests for transfers to another CRICOS approved program 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. Transfers will attract an administration charge of \$155.00 (exc. GST).

Students may request to transfer providers at any time after the initial 6-month period of the principal program, as long as they are able to provide a valid Letter of Offer from another CRICOS registered provider.

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.

If an approval is granted, please be sure to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

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

- The request is within 6-months of commencement of the enrolled course;
- Dolph Business School does not agree that the transfer is in the student's best interest or academic capabilities;
- 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;
- The student is under 18 and there is no written authority from the Parent or Legal Guardian; or
- Dolph Business School believes the student is avoiding being reported to Department of Home Affairs for not meeting the obligations of the student contract or course requirements.

Student deferral, suspension and withdrawal

In accordance with the National Code, 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 deferral or suspension must be made by completing a Deferral, Suspension or Withdrawal form and submitting the form together with any supporting evidences to our Admissions & Student Support Officer, either in person or via e-mail to: conciierge@dolph.edu.au.

This form can be requested for from any of our staff members or you may access the form from the Student & Administration Support team. 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 form as well as all other correspondences in relation to the request will be forwarded to your parent or legal guardian.

Applications for deferral and temporary suspension must be received at least 10 working days prior to the commencement of the course or the date of suspension.

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

- Serious misbehaviour by the student;
- Failure to comply with the Contract Agreement for Course Progress and Attendance, and any formal warning issued by Dolph Business School against these processes; and
- 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.

A student can only defer or temporarily suspend enrolment for a maximum period of 6-months, and if the deferment or suspension is for a period greater than 6-months, the student's visa may be cancelled by the Department of Home Affairs. Should a student be approved for a suspension of enrolment for a period of 28-days or longer, the student is not permitted to remain in Australia, unless special circumstances exist.

It is advisable to contact the Department of Home Affairs at the first available opportunity for any deferral, suspension or cancellation of study to discuss any issues with any visa requirements.

Dolph Business School is also required to inform the Secretary of the Department of Education of any deferment, suspension or withdrawal under the ESOS Act.

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 and

in accordance with the CRICOS registered course curriculum. In addition, on campus international students are only permitted to be enrolled in face-to-face courses and subjects.

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.

Monitoring course attendance

Students undertaking a course being delivered on campus will have their attendance recorded at the commencement of each class and any latecomers will be noted on the attendance sheet as late. Students are to sign the Attendance Record form to confirm their attendance.

Students undertaking a face-to-face course is required to attend at least 80% of the scheduled course contact hours. Unless there is documentary evidence demonstrating compassionate or compelling circumstances, if a student's attendance is less than 80%, Dolph Business School are required to report this to the Secretary of the Department of Education under the ESOS Act.

Dolph Business School may choose not to report the student for breaching the attendance requirement if the student is still attending at least 70% of the scheduled course contact hours and the student is maintaining satisfactory course progress.

Dolph Business School will endeavour to provide reasonable accommodation where possible to support students experiencing

difficulty and if you are experiencing difficulty in attending your classes, please speak to your Trainer about your personal circumstances.

Monitoring and tracking of course completion

Dolph Business School tracks a student's progression throughout the semester to ensure the student is meeting the course requirements and is on track to complete their course on schedule as outlined in their Confirmation of Enrolment.

This enables Dolph Business School to identify any concerns immediately and help minimise any adverse effects to the student. This also assists Dolph Business School in implementing the necessary intervention strategies, where required.

Please do not hesitate to approach your Trainer, or our Admissions & Student Support Officer if you are experiencing any difficulties with your studies, and we will endeavour to provide any additional support where possible.

Extension to course duration

Dolph Business School will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's Confirmation of Enrolment, as the result of:

- Compassionate or compelling circumstances;
- After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Withdrawal policy.

All intervention strategies or extensions will be assessed individually, taking into account the circumstances of the student.

Except in the circumstances listed above, the expected duration of study specified in the student's Confirmation of Enrolment must not exceed the CRICOS registered course duration.

It is advisable to contact the Department of Home Affairs at the first available opportunity for any course duration extensions to discuss any issues with any visa requirements.

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 to at the end of each semester to allow Dolph Business School to identify 'AT RISK' students and whether:

- The student has failed more than 50% of the units within the semester;
- The student has fallen below 80% academic progress within the semester following a period of 50% or less completion;
- The student has missed more than 20% of classes for the semester; or
- The student has been identified as unable to complete the course in the required duration.

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.

Dolph Business School is required to inform the Secretary of the Department of Education of a student not achieving satisfactory course progress as soon as practicable, and when a student has an academic achievement rate of less than 50% for two consecutive terms.

Should there be any compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student and the student will not be reported to the Department of Home Affairs.

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 reissuance 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 from the Student & Administration Support team. 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 (exc. GST). 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 \$50 (GST inc) 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 suggestion for consideration by Dolph Business School. 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.
- **Practical Activity / 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 provides students with the opportunity for re-assessment at a fee, up to a maximum of three re-assessment opportunities.

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.

Work placement

Dolph Business School will locate a work placement host that is able to cater to the training program's requirements for the student. Students will be advised of the assigned work placement host before the commencement of the work placement and it is the student's responsibility to ensure they are able to make their own travel arrangements to and from the work placement host.

If a student is already working in an organisation that is agreeable to host them for their work placement, Dolph Business School will inspect and assess the work placement host (provided it is no further than 60km from our Reservoir campus), its location and its facilities to ascertain its suitability before agreeing for the student to complete their work placement with their employer.

If the student's employer is further than 60km and the student insists on Dolph Business School's representative travelling to the work placement location to assess its suitability as a work placement host, Dolph Business School requires its students to compensate Dolph Business School for any and all costs incurred - \$1 per kilometre over and above the distance travelled from our Reservoir campus, and \$55 per hour (including GST) payable for the time incurred by the Dolph Business School's representative. The student is invoiced for this cost which must be paid prior to the Dolph Business School representative travelling out to the work placement location.

This cost will be incurred not only for the assessment of the suitability of the student's employer as a suitable work placement host, but also for any and all assessment visits during the course of the work placement.

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.

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 unless they have completed an equivalent or higher qualification in Australia;
- 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.
- 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 12th 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

- 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.
- 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 of 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.

- How the NCVER and other bodies handle your personal information – 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.
- 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.
- NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER’s behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.
- For more information about how the NCVER will handle your personal information please refer to the NCVER’s Privacy Policy [here](#).
- If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.
- DESE is authorised by law, including the Privacy Act and the NVETR 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 [here](#).

- Surveys – you may receive a student survey which may be run by a government department or an NCVER 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 us at conciierge@dolph.edu.au to – request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled and ask a question about this Privacy Notice. You can access our Privacy Policy on our website for more information.

Further Privacy Information

- You have the right to access information we retain that relates to you. You can do so by viewing the information on your online learning platform, or by completing a Student Information Release Form and we will action your request within **2 business days**.
- Where a third-party requests for personal information about you, we will seek written permission from you before disclosing any information. The only exception is where an employer or a job network provider has paid for your training and they have requested for your training activity information and outcomes, or where we require the services of an organisation for the purposes of our operations such as a Compliance Consultant and sharing your personal information is required, or where we are bound to by law such as with the national regulator – ASQA, and with NCVER.
- At any time, you may contact us to correct any personal information we hold about you, this includes your legal name and your contact information.
- Where we receive any unsolicited personal or sensitive information, it will be treated and managed according to the Australian Privacy Principles.
- Dolph Business School use Google Analytics and Cookies on our website which provides us with the ability to track and report website traffic, and the tools we would need to better understand our website visitors and users. This information would help us strategise and help inform our future operations. These cookies are stored on Google’s servers in the United States and may transfer this information on to third-parties, if required by law, or for information processing on its behalf.
- It is important to note that no personal information is recorded and this data is only used for website management and improvement purposes. You can choose to disable cookies by changing your web browser’s settings and to opt-out of Google Analytics. It is important to note that by disabling the Google Analytics function may affect a user’s experience on our website.
- If you have concerns about this information, or about how we are managing your personal and sensitive information, we encourage you to reach out to us.
- Under the Privacy Act 1988, you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information by us.

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 a Complaint or an Appeals form.

These forms can be requested for from any of our staff members.

Once you have completed the required form you are requested to submit this to the Admissions & Student Support Officer either in person or via e-mail to: concierge@dolph.edu.au.

If you are having any difficulty accessing the required form(s) or submitting them to us, please contact us at 03 9077 7550.

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 and their enrolment will continue to be maintained, regardless of the outcome.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint / appeal will commence within **10 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 commencement of the assessment of the complaint / appeal.
 - Complaints / appeals must be as soon as practicable. 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.
 - 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.

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 with 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.

- The complainant can also refer the matter to the Overseas Student Ombudsman (OSO).

ESOS Framework

The Education Services for Overseas Students (ESOS) Act 2000 sets out the legal framework governing the delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Industry, Innovation, Science, Research and Tertiary Education, administers the ESOS Act and its associated instruments. More information about the Act can be found at: www.internationaleducation.gov.au.

Change of Details

You must notify Dolph Business School of any change of address and contact details while enrolled in a course with Dolph Business School within 7-days. Dolph Business School has a responsibility to ensure any change of address is reported to the relevant agencies in a timely manner.

Overseas Student Health Cover (OSHC)

As per student visa condition 8501, students must hold a valid OSHC from the date they arrive in Australia on their student visa, until the date they leave Australia, or move to a non-student visa subclass. Not holding a valid OSHC whilst on a student visa in Australia is a breach of visa condition 8501, even if the course has not yet started.

The only exceptions to this are:

- Norwegian students covered by the National Insurance Scheme;

- Swedish students who have insurance provided by CSN International or Kammarkllagiet; and
- Belgian students.

Student Support

Core skills is an essential aspect of the basic foundations of any work task – from communicating instructions, to completing reports. The five core skills crucial for students to effectively participate in vocational education and training are learning, reading, writing, oral communication and numeracy.

Dolph Business School generally assess a student's core skills during the enrolment process to ensure they have the adequate skills to complete the training. Where we have identified minor core skills deficiencies, we would develop a support plan for the student. The plan is to be tailored to the student's specific needs and can include:

- Additional one-on-one tuition support;
- Weekly sit-downs with the Trainer to find out how they are progressing and what level of assistance may be required;
- Provide reasonable extensions for submissions; and
- Provide learners with additional resources to assist them in understanding the learning and assessment materials.

Where we have identified major core skills deficiencies, we would refer the student to a specialist provider before they are eligible to commence their training with Dolph Business School.

Where you require a specific support system, please reach out to our Admissions & Student Support Officer at concierge@dolph.edu.au. to discuss options that may be available.

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 (Victoria) and 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 12th 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.

Standards for RTOs 2015

This legislation sets out the legal framework governing selected operations and the delivery of nationally recognised training and assessment services as a Registered Training Organisation in Australia. These Standards form part of the VET Quality Framework which ensures the integrity of nationally recognised qualifications. A core component of this legislative instrument includes:

- Develop and deliver training and assessment strategies and practices that are responsive to the industry and learner needs which meets the requirements of training packages and VET accredited courses
- The operations of the RTO are quality assured
- Accurate and accessible information about an RTO, its services and performance is available to inform

- prospective and current learner and clients
- Learners are properly informed and protected
 - Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively
 - The RTO has effective governance and administration arrangements in place
 - The RTO cooperates with the VET Regulator and is legally compliant at all times.

visa. The Australian Government, through the Department of Industry, Innovation, Science, Research and Tertiary Education, administers the ESOS Act and its associated instruments. Information about the Act can be found [here](#).

A core component of this legislation is that it governs the:

- registration process and obligations of registered providers;
- Tuition Protection Service; and
- Enforcement and compliance power

Education Services for Overseas Students (ESOS) Act 2000

This legislation sets out the legal framework governing delivery of education to overseas students studying in Australia on a student

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.

Student Signature	
Date	