

# INTERNATIONAL STUDENT HANDBOOK



**Dentos Pet Stylist Academy**

**RTO 2875 CRICOS 01854A**



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## **A Message from the CEO of The Pet Stylist Academy**

We are proud and excited to be able to provide industry leading vocational qualifications to students from across the globe in our state-of-the-art campus. As an international student, we look forward to you bringing your own culture and life experience to campus life and add to our already vibrant community.

The Pet Stylist Academy (referred to as PSA) is a dynamic, modern and supportive learning space where we give students the keys to success so they can embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace.

The Pet Stylist Academy provides the training and assessment of the pet grooming qualifications on behalf of Dentos Pet Stylist Academy (referred to as DPSA). Under this arrangement Dentos Pet Stylist Academy will award the qualification/statement of attainment.

This handbook provides you with important pre-arrival information to help you settle into your new life studying and living on the Gold Coast. We've also included advice on the cultural and social differences you may experience during your early days here on the Gold Coast and outlined other practical information to ensure your experiences are positive ones.

We look forward to seeing you on campus and wish you every success with your studies!

Brenton Myatt  
Chief Executive Officer





## ABOUT THE PET STYLIST ACADEMY

The Pet Stylist Academy provides the training and assessment of the pet grooming qualifications on behalf of Dentos Pet Stylist Academy. Under this arrangement Dentos Pet Stylist Academy will award the qualification/statement of attainment.

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under the The Education Services for Overseas Students (ESOS) Act 2000 (ESOS Act 2000) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

We deliver Australian Qualifications Framework (AQF) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualifications are developed by Industry Skills Councils in consultation with industry bodies, regulators, training providers and other stakeholders.

DPSA specialises in pet grooming and companion animal education and maintains close professional links with industries within Australia to ensure our trainings are at the leading edge of industry developments.

## OUR MISSION

Our mission is to deliver quality education that shall equip our students with the required skill set, to gain employment. Our core business is supporting our students on the path to achieve their goals and aspirations by developing practical and academic skills, knowledge and capabilities.

DPSA is committed to providing nationally accredited vocational qualifications in a relaxed, informal and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace.

At The Pet Stylist Academy, we believe that the key to success is to:

- Empower our students through education and training
- Provide progressive and innovative qualifications to enable our students to strive for excellence
- Help our students achieve their personal best in gaining a world-class education
- Ensure small class sizes so as to give students individual attention
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field
- Provide students with state-of-the-art facilities and learning resources





## HOW TO APPLY?

If you are applying through an education agent, please contact them for specific details regarding your application. If you wish to contact DPSA directly, please email [petstylistacademy@gmail.com](mailto:petstylistacademy@gmail.com)

For information on DPSA courses and other information please visit the academy website [www.dentospetstylistacademy.com.au](http://www.dentospetstylistacademy.com.au)

### Step 1 (Enquiry)

Student enquiries made via an agent, website, email, phone, etc. shall be provided with marketing and pre-enrolment information along with a copy of the DDPSA International Student Handbook, This Handbook contains important information for the student about the course entry requirements, enrolment process, visa eligibility requirements, information on life in Australia, DPSA Refund Policy, Complaints and Appeals Policy etc. and a course brochure.

### Step 2 (Enrolment Application)

If the student is interested in applying for a course with DPSA, the agent or a representative from DPSA or Student Support Manager shall provide an Enrolment Application form.

As part of the application the applying student must submit

1. completed enrolment application form
2. the evidence of IELTS proficiency (Average Score of 5.5) or equivalent,
3. copies of High School Certificate or equivalent secondary schooling outcome, qualifications/work experience and
4. a comprehensive statement of purpose
5. evidence of funds and access to it
6. other relevant documents either to the agent, or DPSA representative.

If the student is on-shore, the documents must be provided to the Student Support Manager via email or post:

**Admissions Officer**

The Pet Stylist Academy

49 Cypress Drive, Broadbeach Waters, Qld 4218

[petstylistacademy@gmail.com](mailto:petstylistacademy@gmail.com)



### **Step 3 (Course Entry Requirement Test - CERT)**

Once the documents as stated in Step 2 have been received, the agent or a representative from DPSA shall interview the student either face-to-face or via telephone. This interview is designed to capture important information about the applicant and to personally inform them about their rights and obligations.

Following the interview, the Agent or representative from DPSA shall conduct a Course Entry Requirement Test to assess the student's existing skills and knowledge. In case there are no agents close to the student, then the Student Support Manager will make to conduct CERT and inform students about it (however it will be considered on a case-to-case basis after financial considerations).

Once the student has completed the CERT, the CERT answer sheets must be forwarded by the agent or representative of DPSA to the Student Support Manager via email:

#### **Student Support Manager**

The Pet Stylist Academy

49 Cypress Drive, Broadbeach Waters, Qld 4218

petstylistacademy@gmail.com

For those applying onshore the Interview and CERT Test shall be conducted on the DPSA campus by the Student Support Manager. The CERT test will then be reviewed along with feedback (if applicable) and student will be notified via email. All applications shall be received via email.

### **Step 4 (Student Offer)**

DPSA will review the application for enrolment, interview and Course Entry Requirement Test (CERT), and if found eligible, the applicant will be sent a Letter of Offer and Student Agreement with an invoice of outlining the "initial fees" (refundable) you will be required to pay and an enrolment fee of \$250 (non-refundable) to ensure a position for the student in the next intake. The letter of Offer is valid for 14 working days only. After this date, the position will be offered to another applicant. It is important to note that the offer made by DPSA is conditional based on the student meeting the minimum requirements for the course.

#### **The letter of offer will**

- Advise the course name, content and duration of the course in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemised list of course money payable by the student (Summary of Fees)
- Set out the circumstances in which personal information about the student may be shared between DPSA and the designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition



- Advise the student of his or her obligation to notify DPSA of a change of address within 7 days while enrolled in the course
- Include information of any arrangements with another registered provider, person or business to provide the course or part of the course if applicable
- Advise indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- Include information about the grounds on which the student's enrolment may be deferred, suspended, withdrawn or cancelled

### **Step 5 (Confirmation of Enrolment)**

To accept the offer, the student must agree to the terms and conditions of the Letter of Offer, complete, sign and return it to DPSA. The signed agreement must be received before the student offer expires. The student is also required to provide a payment receipt with the amount indicated as payable in the offer letter from the total tuition fees for successful admission to a program. These documents must be submitted to the DPSA agent or representative. If the student is applying onshore, they are also required to supply a copy of their personal details and a copy of a valid student visa and a copy of their OSHC card.

The Agent, DPSA Representative or onshore international students should submit the Student Agreement and supporting documents via mail, or email with evidence of the full invoiced payment to:

**Admissions Officer**

The Pet Stylist Academy

49 Cypress Drive, Broadbeach Waters, Qld 4218

petstylistacademy@gmail.com

Once all required documentation and payment has been received, DPSA will send the student the following items:

- An electronic Confirmation of Enrolment (eCOE)
- Confirmation of course commencement details
- A tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information
- Student Visa / Travel / Accommodation Confirmation Form

These documents shall be sent to the student's nominated email address. The student may also nominate to have these document sent to the agent.



### **Step 6 (Visa / Travel / Accommodation)**

Upon receiving the electronic Confirmation of Enrolment (eCOE), the student can apply for a Student Visa (subclass 500).

You must apply for this visa online. After you have gathered and scanned the documents that support your application, create an IMMI account and apply for your student visa with the online application system – ImmiAccount on Department of Home Affairs website ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)). Students may opt to use services of a registered migration agent or an agent to lodge the visa application on their behalf.

Students must notify DPSA at the earliest possible the outcome of visa application. Students whose visas have been granted are required to arrange their own travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify DPSA of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of temporary accommodation including address, as well as confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Phone number of a relative, a friend or a contact in Australia
- Contact details on arrival in Australia (must include a mobile phone number where possible)

This information is to be provided in the DPSA Student Visa/ Travel/ Accommodation Confirmation Form and submitted to agent or DPSA representative or Student Support Manager directly via mail or email to:

#### **Student Support Manager**

The Pet Stylist Academy

49 Cypress Drive, Broadbeach Waters, Qld 4218

[petstylistacademy@gmail.com](mailto:petstylistacademy@gmail.com)

If the student is not successful in securing a student visa, they must notify DPSA as soon as possible to access a full refund of their paid tuition fees. The student will not be refunded the application fee.

### **Step 7 (Orientation / Course Commencement)**

The student shall be notified of the course commencement details at the point of confirmation of enrolment. On arrival at DPSA (usually one week before class starts), the student will participate in an orientation program. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details



- Overseas Student Health Cover (OSHC)
- Individual needs
- USI requirements

### **Arranging Travel**

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag. If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you if needed.

## **BEFORE LEAVING HOME**

### **Things to Do**

- Apply for passport
- Arrange student visa
- Make contact with DPSA
- Arrange for immunisations and medications from Doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Arrange Overseas Student Health Cover (OSHC) Insurance
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative
  - Enough currency for taxis, buses, phone calls etc.
  - Important documents:
    - International Student Handbook
    - Passport
    - Letter of offer
    - Confirmation of Enrolment
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or copy)



## **Upon Arrival in Australia**

- Call home
- Settle into accommodation
- Contact DPSA
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend International Student Orientation
- Get student ID card
- Advise health insurance company of address & get OSHC card
- Open a bank account
- Get textbooks
- Start classes
- Apply for Tax File Number if seeking work
- Get involved in student life and associations (e.g. music, sporting and cultural clubs).

## **Notifying change of address**

You must notify DPSA of:

- The address where you live in Australia within seven calendar days of arriving in Australia,
- Change in address, within seven calendar days of the change.

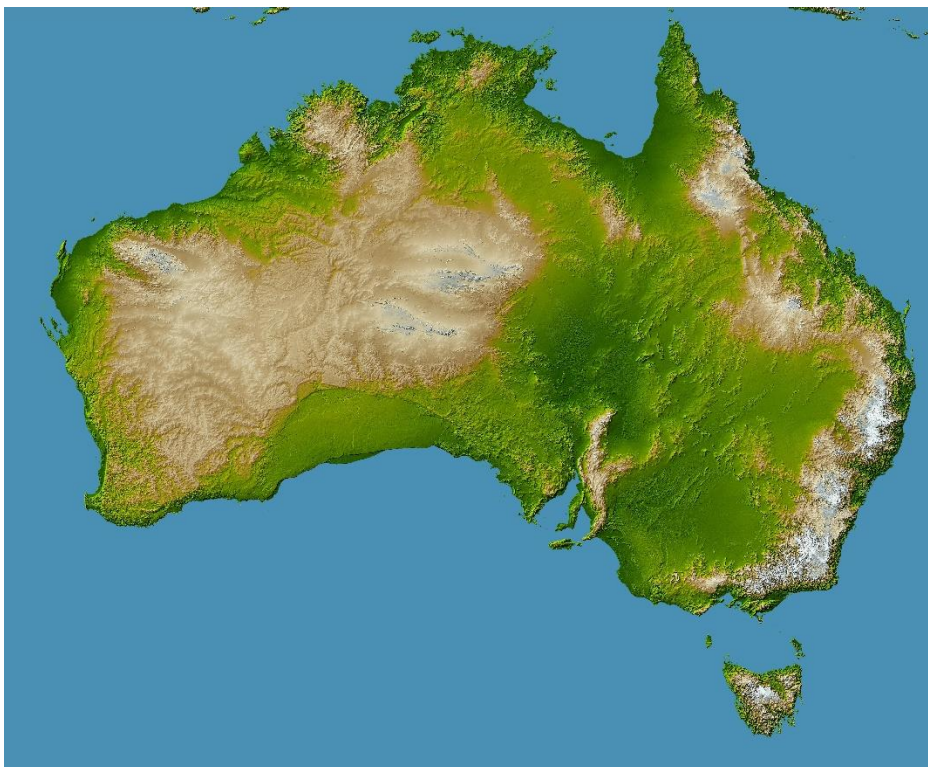


## INTRODUCTION TO AUSTRALIA

Covering an area of 7.69 million square kilometres, mainland Australia is the world's largest island - but smallest continent.

Australia currently has a population of almost 24 million people. Of the world's seven continents, Australia is the only one to be occupied by a single nation. We have the lowest population density in the world, with only two people per square kilometre. Australia is one of the world's oldest land masses. It is the sixth largest country in the world. It is also the driest inhabited continent, so in most parts of Australia water is a very precious resource. Much of the land has poor soil, with only 6 per cent suitable for agriculture.

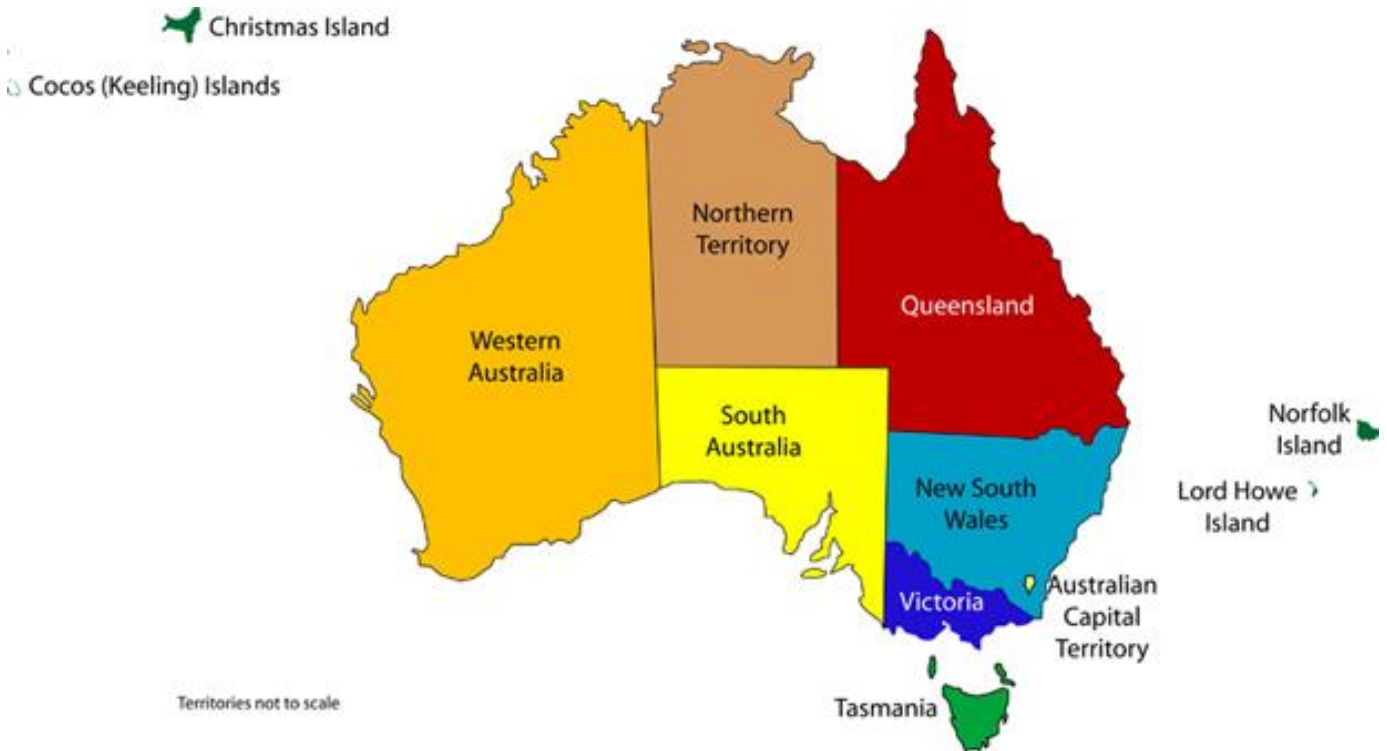
The dry inland areas are called 'the outback'. There is great respect for people who live and work in these remote and harsh environments. Many of them have become part of Australian folklore. Because Australia is such a large country, the climate varies in different parts of the continent. There are tropical regions in the north of Australia and deserts in the centre. Further south, the temperatures can change from cool winters with mountain snow, to heatwaves in summer. (Source: Australian Bureau of Statistics).





## CITIES, STATES AND TERRITORIES

The Commonwealth of Australia is a federation of states and territories. There are six states and two mainland territories. Canberra is Australia's capital city, and each state and mainland territory has its own capital.



STATE	CAPITAL CITY
New South Wales (NSW)	Sydney
Queensland (Qld)	Brisbane
South Australia (SA)	Adelaide
Tasmania (Tas)	Hobart
Victoria (Vic)	Melbourne
Western Australia (WA)	Perth
TERRITORY	CAPITAL CITY
Australian Capital City (ACT)	Canberra
Northern Territory (NT)	Darwin





## Climate

Australia experiences temperate weather for most of the year but the climate can vary due to the size of the continent. The northern states typically experience warm weather much of the time, with the southern states experiencing cooler winters. Australia is also one of the driest continents on earth with an average annual rainfall of less than 600 millimetres. Like all countries in the southern hemisphere, Australia's seasons are opposite to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.

## Cost of Living

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student Visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not need to rely on such work to meet all their expenses.

As per the Department of Home Affairs, from 1 February 2018, the 12 month living cost is:

- Student/Guardian : AUD 20,290
- Partner/Spouse : AUD 7,100
- Child : AUD 3,040

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. While the Department of Home Affairs requires student visa students to possess the above mentioned funds the cost of living in Sydney varies as per the student's lifestyle. A general guide to costs of living (accommodation, groceries, eating out, gas, electricity, phone and internet, car and entertainment) per week can be found in the link below:

[www.studyinaustralia.gov.au/english/live-in-australia/living-costs](http://www.studyinaustralia.gov.au/english/live-in-australia/living-costs)

## WORKING IN AUSTRALIA

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 40 hours a fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 40 hours per fortnight during recognised vacation periods as scheduled by DPSA during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 40 hours a fortnight at all times after your course has commenced.



Further information about student visa conditions can be found at:

[www.homeaffairs.gov.au/trav/stud](http://www.homeaffairs.gov.au/trav/stud)

## VISA APPLICATION

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online. The visa application process can be complicated and for students from some countries it may be better to submit the visa application with the assistance of an experienced migration agent or an agent. In order to apply for a visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian Immigration office.

You must allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the COE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within seven calendar days.

For a full list of mandatory and discretionary student visa conditions please visit the Department of Home Affairs.

For more information, please check [www.homeaffairs.gov.au/trav/stud](http://www.homeaffairs.gov.au/trav/stud)

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa student may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk assessment of each student visa application. This is determined by taking into account the risk rating of the applicant's country of origin combined with the risk rating of DPSA, as a provider on the CRICOS register.



The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page on the website of Department of Home Affairs.

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

## **DEPARTMENT OF HOME AFFAIRS (DHA)**

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.homeaffairs.gov.au/trav/stud](http://www.homeaffairs.gov.au/trav/stud)

## **EDUCATION AGENTS**

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language so this makes the application process a lot simpler and generally hassle-free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents charge small amounts or offer additional services for what they charge. You can check with your Australian education provider for contact details of agents they recommend.

***Please Note: Education Agents are NOT licensed to provide migration advice.***



## **WORKING IN AUSTRALIA**

### **WORK CONDITIONS FOR STUDENT VISA HOLDERS**

If you are a student visa holder, you and your dependant family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to your student visa. You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is out of session.

Work that is formally registered as part of your course is not included in the 40 hours per fortnight limitation.

Further information about student visa conditions can be found at:

[www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders](http://www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders)

### **TAX FILE NUMBER**

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office website. [www.ato.gov.au/Individuals/Tax-file-number/](http://www.ato.gov.au/Individuals/Tax-file-number/)

### **KEEPING IN CONTACT**

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone, by email or by post.

On your arrival please contact the college on (07) 5575 2200 or via email.

## **WHAT TO BRING TO AUSTRALIA**

### **Documents**

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport
- Student Visa
- Letter of offer / admission letter from DPSA
- Confirmation of Enrolment (CoE) issued by DPSA
- Receipts of payments (e.g. tuition fees, OSHC, bank statement, etc.)



- Insurance policies (OSHC)
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions (if applicable)

## On Your Flight

Wear comfortable, layered clothing so that you can adjust to the local weather. Remember

– if you are flying from a northern hemisphere winter into the Australian summer it will be very HOT so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

## Incoming Passenger Card

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. You must tick YES if you are carrying any food, plant material including wooden souvenirs, or animal products. This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

## Clothing

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive. In most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

## Bringing Goods

Bringing a PC or laptop into Australia may be a little more complicated. Laptop computers and other similar electronic equipment for personal use may be bought in duty free provided the Department is satisfied these goods would be taken back on departure.

However, if there is no intention to re-export the laptop on departure from Australia, any applicable Customs Duty and GST will be payable if the passenger's concession has been exceeded.



For further details, refer to Entering or Leaving Australia visit:

[www.homeaffairs.gov.au/Trav/Ente](http://www.homeaffairs.gov.au/Trav/Ente)

You might need to bring with you the following (most can also be purchased in Australia):

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

## Critical Incidents

DPSA is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at DPSA. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals or students. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/ sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at DPSA; and



- Information which has the potential to negatively affect the reputation of DPSA in the media and/or wider community

Students or staff members are required to contact DPSA's CEO immediately if they believe an incident is to be deemed a 'critical incident'. If the CEO is unavailable contact DPSA Student Services. If staff/ clients believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention, or a fire exists or other) do so immediately and then inform DPSA's CEO.

## **ENTRY INTO AUSTRALIA**

### **Australian Immigration**

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you disembark the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

### **Baggage Claim**

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

### **Detector Dogs**

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

### **Australian Customs and Quarantine**



Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare **ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mails are also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit AQIS website [www.homeaffairs.gov.au/trav/ente/brin](http://www.homeaffairs.gov.au/trav/ente/brin)

## ACCESSING MONEY

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

### How Much to Bring?

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$2000 to AU\$5000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money with you**. Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you, not even to someone who may indicate they are studying at the same education institution.

### Currency Exchange





Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived on the Gold Coast, you can also change money at any bank or at currency exchanges at Major Shopping Centres

### **Electronic Transfer**

You can transfer money to a bank account in Australia by electronic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

### **ATMs**

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus logo. Check this with your financial institution before leaving home.

### **Credit Cards**

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

## **TEMPORARY ACCOMMODATION**

### **Hotels, Motels & Backpackers**

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

### **Staying with Friends or Family**

If you know someone in Australia, this is a great way to settle in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

### **Bringing My Family**



Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

### **Issues to Consider**

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information, visit the Department of Home Affairs website; [www.homeaffairs.gov.au/](http://www.homeaffairs.gov.au/)



## **INTRODUCTION TO AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING (VET)**

### **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **Credit transfer**

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

### **What is competency based training?**

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training packages also specify the relevant qualification rules including the compulsory core units to be included in a course and the elective units which are available.

### **Delivery of Training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to



receive a qualification in their area of study as part of enrolment and when training delivery commences. DPSA takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF (<https://www.aqf.edu.au/>) certificates.

## Results and certificates

On completing the training program with DPSA, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by DPSA will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.

A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia. A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

## Unique Student Identifier

If you're undertaking nationally recognised training in Australia you will be required to have a Unique Student Identifier (USI). Your USI will link to an online account that will contain your training records and results (transcript) that you have completed.

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. Fact sheets available to download Student Information for the USI from [www.usi.gov.au/documents/students-and-usi-factsheet-students](http://www.usi.gov.au/documents/students-and-usi-factsheet-students)

It is free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need your consent and some additional identification information from you such as your student visa number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [www.usi.gov.au/documents](http://www.usi.gov.au/documents)



## Overseas Student Health Cover

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia

If you are currently studying in Australia, you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following websites for more details and providers of OSHC:

[www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students](http://www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students)

Medical treatment in Australia is expensive. Please check all the terms and conditions and the benefits. To cover you for the duration of your training you will need cover for a minimum of the length of your course. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

## Which insurers offer OSHC?

Any Australian Health fund can offer OSHC policies for overseas students provided it has signed a legal agreement with the Commonwealth in order to provide these services. This agreement is called a Deed.

Currently, five Australian health funds have signed the Deed and provide OSHC policies for overseas students;

- Australian Health Management <https://ahm.com.au>
- Peoplecare Health Limited (Allianz Global Assistance offers OSHC products and policies under an arrangement with Peoplecare) <https://allianzassistancehealth.com.au/en/student-visa-oshc/>
- BUPA Australia <http://oshc.bupa.com.au/>
- Medibank Private [www.medibank.com.au/overseas-health-insurance/oshc/](http://www.medibank.com.au/overseas-health-insurance/oshc/)
- nib Health Funds Limited [www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

You have the right to choose your own OSHC provider even where DPSA makes a specific recommendation. It's your choice!

Visit the Department of Health at [www.health.gov.au](http://www.health.gov.au) to view their useful OSHC Frequently Asked Questions.



## INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and the education provider. DPSA course entry requirement is a minimum IELTS Academic Score of 5.5. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

DPSA may require you to submit evidence of your IELTS proficiency (Academic Score of 5.5) with your enrolment form.

Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website [www.ielts.org/book-a-test/find-a-test-location](http://www.ielts.org/book-a-test/find-a-test-location)

### Enrolment procedure

DPSA endeavours to make training available to all persons who:

- Meet course entry requirements;
- Complete the DPSA enrolment application form (available on request);
- Agree to abide by DPSA's expectations of students; and
- Make suitable payment of fees before the commencement of training.

To enrol into a course as an overseas student at DPSA, students must complete a Student Agreement Form.

The form should be completed in full and submitted via mail, email or in person with a receipt of full payment to:

#### **Admissions Officer**

The Pet Stylist Academy

49 Cypress Drive, Broadbeach Waters, Qld 4218

[petstylistacademy@gmail.com](mailto:petstylistacademy@gmail.com)

The enrolment application form must be accompanied by:

- a copy of your certified passport and visa (if applicable )
- evidence of IELTS proficiency (General Score of 5.5) or equivalent
- certified copies of your academic qualifications and work experience (if applicable)
- a comprehensive Statement of Purpose



- a completed Financial Information Declaration
- a completed Course Entry Requirement Test (CERT)
- a Copy of Overseas Student Health Cover (if applicable)

When we receive your application, an agent/ representative of DPSA or the Student Support Manager will conduct an interview and Course Entry Requirement Test to assess your existing skills and knowledge.

## **Verification of IELTS**

DPSA reserves the right to validate the IELTS proficiency assessment and the submitted evidence of academic certificates. Verification may be undertaken by:

- IELTS proficiency. DPSA will utilise the IELTS Results Verification Service to assess the validity of all evidence submitted of IELTS proficiency.

## **Electronic Confirmation of Enrolment**

Upon approval of your application, an electronic confirmation of enrolment (eCoE) will be generated and forwarded to the Department of Home Affairs and yourself at the address provided on your application with an official receipt for the fees paid (refer to payment methods). It is the student's responsibility to apply for a student visa. If your application is not complete, DPSA official will contact you.

You must apply for this visa online. After you have gathered and scanned the documents that support your application, create an IMMI account and apply for your student visa with the online application system – ImmiAccount on Department of Home Affairs website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au). You may opt to use the services of a registered migration agent or an agent to lodge the visa application on your behalf.

You will be unable to apply for a student visa without the eCoE.

## **Successful Student Visa**

If your student visa application is approved, you should contact DPSA and provide evidence of the visa grant. DPSA will contact you to confirm your timetable, start date and all other arrangements for your study with DPSA.

## **Unsuccessful Student Visa**

If your student visa application is NOT approved, you must contact DPSA and advise us and apply in writing for a refund of student fees in accordance with DPSA Fee Refund Policy.



## **Student Orientation**

An orientation session is arranged for all students. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at orientation, however, always feel free to ask about anything you are unsure about.

At the orientation, you will be provided with details of how to access the current version of the DPSA International Student Handbook. You will also be provided with information on your timetable, textbooks, and academy facilities.

All students are required to complete a declaration of understanding. This will happen as part of your orientation. This declaration is a statement that:

- You have understood and accept student requirements while at DPSA.
- You understand and accept all the details provided in this handbook.
- You have been offered the opportunity to request learning support

Orientation/Induction usually takes place one week before the class starts.

## **STUDENT SUPPORT SERVICES**

### **Student Support Services**

During your enrolment, DPSA will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you make the most of this opportunity and let us know if you need support.

### **What support is available?**

DPSA will use a combination of its own services and the services of agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Pre- Enrolment Support
- Studying and Learning Coaching
- Academic Support
- Counselling Support
- Disability Access





- Medical Services Referral
- Legal Services Referral
- USI Help
- Housing / Accommodation Services Referral

If you need support during your course, please approach and inform administration and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Operations Manager. DPSA is committed to its students' welfare both during and after hours of study. Student Support and Referral Services are provided free of cost.

### **Completion within Expected Duration**

DPSA monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each training block. The expected duration of study as specified on the CoE of overseas students must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the DPSA approved criteria as listed below.

Where it is clear that an overseas student at DPSA will not complete the course within the expected duration as specified on the CoE, DPSA will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- Not able to offer a pre requisite unit
- The implementation of the DPSA support/intervention scheme
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file and in the RTO Manager (DPSA Student Management System). If this change to an overseas student's work load means that the student's period of study has to be extended, DPSA will report the change via PRISMS and issue a new CoE.

Compelling or compassionate circumstances are defined as things outside of the control of the student and which may have an influence on the student being able to complete their study program under the original CoE. They include things such as:

- Serious illness or injury. A medical certificate is needed stating the student is unable to come to class.
- Death of a close family member.
- Major political unrest in home country or natural disaster.
- The student being witness to a crime or having a crime committed against them.
- DPSA being unable to offer a pre-requisite unit.



Where an incident has occurred and a support mechanism has been put in place, the intervention strategy will monitor any difficulty the student may have to complete the course within the expected duration of the course.

Students will be informed about major changes in DPSA (e.g. relocation of campus) before 20 days of such changes.

## **Monitoring student attendance and progress**

Under the National Code 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE.

Satisfactory course progress is defined as a student successfully completing all required subjects/units in every term of their program in order to achieve the qualification. Satisfactory course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period. DPSA monitors and records the course progress and attendance of students on a regular basis.

We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature at the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies. If a student fails to pass at least 50% of the units studied in two consecutive terms or if attendance falls below 80% without any acceptable reason, DPSA will report them to DHA following the failure of an intervention strategy.

An intervention strategy is an individual student plan developed by the Operations Manager and corresponding Trainer/Assessor aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling or training to develop study habits or adjustment to the study program. DPSA will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, DPSA will notify the student in writing of its intent to report to the Department of Education and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the Department of Home Affairs

## **Student deferral or suspension**

Students unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Operations Manager. Deferment is usually granted once only and for a period no longer than two terms. The return date will be at the discretion of the institute. Students will be advised of such requirements at the deferment interview. An Application to recommence studies must be completed and approved by the Operations Manager. A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.



DPSA appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include a situation when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country. In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

DPSA may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

DPSA will inform its decision on deferral or suspension in writing to the student and to Department of Education via PRISMS.

## **Change of education provider**

Standard 7 gives greater guidance for providers on when a transfer request should be granted. Registered providers are still required to have a policy for assessing student transfer requests before an international student completes six months of their principal course.

For all other sectors, international students are still restricted from transferring until they have completed 6 months of the principal course. International students wishing to transfer during this period must continue to meet an exception under Standard 7, for example by requesting a transfer from their provider.

Registered providers should grant a transfer request where they have assessed that:

- the international student will be reported because they are unable to achieve satisfactory course progress
- there are compassionate or compelling circumstances
- the registered provider is not able to deliver the course
- there is evidence that current courses do not meet international student's expectations
- there is evidence that the international student was misled by the registered provider or an education agent
- an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.

Transfers will be recorded in PRISMS from 1 January 2019 and registered providers are no longer required to issue release letters.



If a transfer is to be refused, the Standard now requires registered providers to notify an international student of their intention to refuse the request. The registered provider must not finalise the refusal in PRISMS until the international student has been given an opportunity to access the complaints and appeals process, the international student withdraws from the process, or if the process finds in favour of the registered provider.

A cancellation of a Confirmation of Enrolment (CoE) does not mean that the student has been released from the previous registered provider.

## **Student amenities**

DPSA has extensive amenities available for students including:

- toilet facilities
- tea and coffee area
- photocopying facilities
- telephones
- quiet study areas
- computer access and wifi
- library
- counselling and referral facilities
- Student accommodation

## **Student resources**

DPSA provides students with access to a comprehensive range of written, video, and online resources. These materials may be accessed for study use. There is also a wide range of textbooks for student to access on request from the on-site library. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources. An online portal is provided where students can access reading materials relevant to the course they are studying. Students can also use on-campus WiFi free of cost.

## **Student counselling**

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to the Student Support Manager. The Student Support Manager can suggest access to specialised support for those who may need further external help or may direct the student to the Operations Manager/PEO who then may refer the student to professional counsellors. All discussions regarding this are in the strictest of confidentiality.



## **Continuous Improvement**

DPSA is committed to the continuous improvement of training and assessment services, student services and management systems. Central to this commitment is its approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

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 Report template is available at reception. You are encouraged to provide feedback to DPSA so we can improve our services in the future.

## **Your language, literacy and numeracy skills**

Language, literacy and numeracy skills are critical to almost all areas of work and study. 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 DPSA will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available



## **YOUR SAFETY**

DPSA has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Work Health and Safety Act 2011. Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing. The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

The Gold Coast is generally safe. You need to assess the safety of the places you visit. You should take general precautions and avoid quiet streets at night.

### **Drugs and alcohol**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc. are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

Report all potential hazards, accidents and near misses to the DPSA staff.

If you have any questions or concerns about these things, please check with your Operations Manager. DPSA is committed to providing you with a safe environment in which to participate in training and assessment. 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.
- Evacuation procedures are covered during student orientation.
- No smoking is permitted within DPSA premises.
- Report all potential hazards, accidents and near misses to the DPSA staff.
- No consumption of alcohol on DPSA premises or during contact hours.
- 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.
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to a DPSA staff member Immediately

### **Electrical equipment**

Within the training automated environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to DPSA staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.



- All personal equipment used at the college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.
- The college can arrange tagging and testing for students. A fee may apply.

## **Fire safety**

DPSA will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. It is the user's responsibility to understand fire drill procedures displayed around the premises. Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

## **First aid**

Provision for first aid facilities is available at administration or in the salon. All accidents must be reported to DPSA staff. The accident and any first aid provided must be recorded by staff involved.

## **Lifting**

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by DPSA unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity. When lifting, 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 and 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 tearoom bench spaces are left clean and tidy and that all dishes are washed. Do not sit or climb on any desks or tables.



## **FAIRNESS AND EQUITY**

DPSA is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors based on their gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors of the school.
- reporting any discriminatory behaviour or harassment to your trainer

## **Course Fees**

Fees are payable when the student has signed the Student Agreement to signify their acceptance of enrolment offer made by DPSA. Fees must be paid as per DPSA requirements, in full within 14 calendar days of receiving an invoice from DPSA. DPSA may cancel your enrolment if fees are not paid as required.

Students are required to pay an "initial enrolment" fee. The balance of fees payable for the course must be paid at intervals across the duration of the course.

*\* The enrolment fee is non-refundable*

Each fee must be paid in full, on scheduled dates in order to maintain a valid enrolment. For more information contact our local representative in your area.

These fees are subject to variation from time to time in regard to Consumer Price Index (CPI) changes within Australia. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended, any fee increases will be applicable and required to be paid for the extended component of the course.

## **Student Cancellation**

Students who cancel their enrolment part way through a training program must notify DPSA in writing at the soonest opportunity if consideration of fee reimbursement is required. Once DPSA is notified, a refund will be issued for the component of training not commenced. DPSA is entitled to retain fees for any component of the course completed up until the point of notification by the student of the intended cancellation.





## Course Content

Our Learning Management System is Talent LMS based platform and provides 24/7 access to our students. Students will be able to study and complete assessment activities/tasks while working off campus.

Students can access learning resources by logging into our Learning Management System that includes student workbook, powerpoint slides and assessment tools. All learning resources are available online for learners on and off campus. Contact IT helpdesk/reception to obtain your login detail.

## Refund Policy

Students who cancel their enrolment before the commencement of a training program may be entitled to a refund of fees paid. Approved requests for refunds will be processed and transacted within 28 working days of receiving a written claim from a student. Where a student cancels, DPSA will not refund monies for the text purchased from IBSA (if applicable). No processing fee applies to refunds. Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- Prior to commencement. Full refund will be made in case of visa refusal excluding enrolment fee.
- A student who gives notice of withdrawal or cancellation in writing 28 calendar days or more prior to the scheduled commencement date of the course will be entitled to a 70% refund of fees paid excluding the enrolment application fee.
- A student who gives notice of withdrawal or cancellation in writing less than 28 calendar days prior to the scheduled commencement date of the course will be entitled to a 50% refund of fees paid excluding the enrolment application fee.
- After commencement. A student who gives notice in writing of withdrawal or cancellation after the commencement of the course will not be entitled to a refund of fees paid.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address.

All applications for refunds must be made using an Application Form for Refund of Course Fees. These are available from the Student Support Manager.

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance/unsatisfactory course progress or any other form of misconduct, then no fee will be refunded.

Refunds approved in accordance with this policy will be paid within 28 working days of receiving a written claim from a student.



This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the organisation's appeals processes.

There may be grounds for a refund under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, DPSA may consider an individual's case. The final decision rests with the Chief Executive Officer of DPSA or its nominee.

## **Payment method**

DPSA accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request).
- Cheque (made payable to DPSA).
- International Money Transfer – must include funds to pay for the receipt of the money transfer.
- Payment in cash is not accepted.

## **Changes to terms and conditions**

DPSA 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 seven calendar days prior to changes taking effect. No changes will apply retrospectively. DPSA 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 Complaint and Appeal form,

These forms are available from administration. Once you have completed the required form you are requested to submit this to the Operations Manager either in hard copy or electronically via the following contact details:

### **Student Support Manager**

The Pet Stylist Academy

49 Cypress Drive, Broadbeach Waters, Qld 4218

petstylistacademy@gmail.com



## **MAKING A COMPLAINT OR APPEAL**

### **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 DPSA 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 DPSA within seven calendar days of the student being informed of the decision or finding.

### **Early resolution of complaints & 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 procedure**

DPSA applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the DPSA website.
- A person who makes a complaint or an appeal must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint or the appeal is received. This acknowledgement is intended to provide the person with assurance that DPSA has received the complaint or the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 calendar days.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within seven calendar days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by DPSA including all details of lodgement, response and resolution. DPSA will maintain a 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 with 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.
- Where a complaint or appeal is made about, or involves allegations about another person, DPISA is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. DPISA will maintain a detailed record of these meetings in the form of a record of conversation. At all times, information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
  - The handling of a complaint / appeal is to commence within seven 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 with a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within 14 calendar days of the lodgement of the complaint / appeal.
  - Operations Manager will first consider all of the complaints and appeals. If the student is not satisfied with their decisions, then the student can discuss the matter further with the CEO.
  - Complaints / appeals must be resolved to a final outcome within 60 calendar days of the complaint / appeal being initially received. Where the DPISA Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, DPISA will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within 30 calendar days is considered acceptable and in the best interest of DPISA and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should 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 at a minimum of two weekly intervals.
  - DPISA shall maintain the enrolment of the student making a complaint or seeking an appeal during the handling process.
  - Decisions or outcomes of the complaint / appeal resulting 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 DPISA representative will disclose information to any person without the permission of DPISA'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 into account relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

### **Informing Persons and Responding to Allegations**

Where a complaint involves one person making allegations about another person, it is a requirement for DPSA to hear both parties before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by DPSA as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

DPSA also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant parties subject of allegations in writing. This will also include advice to these parties of their right to seek a third party review of decisions made by DPSA. Where an allegation is made that involves alleged criminal or illegal activity and it is considered outside the scope and expertise of DPSA to investigate the matter, DPSA reserves the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.



## Review by an independent person

DPSA 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. Before a person seeks a review by an independent person, they are requested to first allow DPSA to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making the appeal should inform the Student Support Manager of their request. The Student Support Manager will initiate the process with the Chief Executive Officer.

In these circumstances the DPSA Chief Executive Officer will advise of an appropriate party independent of DPSA to review the complaint (and its subsequent handling) and provide advice to DPSA in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within 14 working days of their review being requested.

Where DPSA appoints or engages an appropriate independent person to review a complaint / appeal, DPSA will meet the full cost 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, DPSA may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by DPSA as final. The person making a complaint or seeking an appeal will be advised of the outcome in writing and its findings will be implemented without prejudice. Where a complaint is received by DPSA, and the Chief Executive Officer feels that there is a perception of a bias, the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

## Unresolved Complaints and Appeals

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

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

- In relation to consumer protection issues, these may be referred to the office of Fair Trading.
- 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.
- In relation to any educational issue, Australian Skills Quality Authority  
[www.asqa.gov.au/complaints/complaints.html](http://www.asqa.gov.au/complaints/complaints.html)
- Overseas students can also communicate with Overseas Students Ombudsman (OSO) which:
  - investigates complaints about problems that overseas students have with private education and training providers in Australia



- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- Consider, free of charge, external appeals under Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018)
- Please find more information on the OSO website [www.oso.gov.au/](http://www.oso.gov.au/)

## **Record keeping & confidentiality**

A written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least 2 years to allow all parties to the complaint appropriate access to these records, upon a written request to the Student Support Manager. These records will be maintained at DPSA Office at Broadbeach Waters.

## **ASSESSMENT ARRANGEMENTS**

All records relating to complaints will be treated as confidential and will be covered by DPSA's Privacy Policy.

### **'Competent' or 'not yet competent'?**

There are two possible assessment outcomes of competency based assessment: either 'Competent' which means that a student has demonstrated sufficient skills and knowledge, or 'Not Yet Competent' which means that a student has not demonstrated sufficient skills and knowledge. If you receive a 'Not Yet Competent' result, it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on aspects of your performance and also advised on what needs to improve. Additional training will be provided to support you to become competent if required.

### **Assessment attempts**

You will be allowed to resubmit each task for each assessment three times, subject to course completion timeframes. After three submissions (and additional training), if you are still unable to demonstrate that you are competent in the unit or units of competency, DPSA may apply further charges for additional assessment.

### **The assessment environment**



At DPSA, there is a strong focus in undertaking assessment as though you are working in a real workplace. This approach is supported by a simulated work environment and local policy and procedure. At times the environment will be busy and specific resources may be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other students to complete your work.

## Submission date

These can vary and you will have a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on or before the due date.

## Submitting authentic work

All works submitted must be your own work. DPSA verifies this in the following ways:

- student confirmation and declaration,
- additional verbal questions given to students on a random basis,
- comparison of work style and quality for all work undertaken.

## Graded assessment

DPSA does not apply graded assessments. You will get either a Pass (Competent) or Fail (Not Yet Competent)

## Assessment methods

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- **Observation of practical skills:** Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report / Case Study:** Students will be required to complete practical projects that simulate a workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the student at the commencement of the unit.
- **Knowledge assessment:** Students are required to prepare responses to knowledge questions and activities. Knowledge questioning assessments will be provided to students by the assessor at an arranged time and the student will be required to individually complete the assessment. The student may research their answers from the course training materials and notes as well as other sources.





- **Role Play:** Students are required to demonstrate a range of tasks whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

## **Submitting assessments**

Completed written assessments are due to be submitted either electronically in some "exceptional" cases handed in to your Trainer (e.g. hard copy assignment, projects, portfolios etc.) by a specified time on the date as advised by your Trainer.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.

## **CREDIT TRANSFER FOR YOUR CURRENT COMPETENCE**

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

In accordance with the requirements of the VET Quality Framework, DPSA provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition 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 encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### **Recognition guidelines**

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

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competency or a qualification which are not included in DPSA'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 unit(s) of competency.

If you consider that you have existing skills that may be recognised, please inform DPSA when you submit your application.

DPSA acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

## **What is Credit transfer?**

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

## **Evidence requirements for Credit transfer**

A student will be required to present his or her statement of attainment or qualification for assessment/examination by DPSA. These documents will provide the detail of what units of competency the student has been previously issued. The students must provide satisfactory evidence that the statement of attainment or qualification is his/her own 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 Implementation Handbook. The student is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

## **Credit transfer guidelines**

The following guidelines are to be followed in relation to Credit transfer:

- Students may not apply for Credit transfer for units of competency or qualification which are not included in DPSA's scope of registration.
- Students 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 Credit transfer and DPSA does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and students will be advised to seek recognition.
- Credit transfer is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National training package.

## ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

### Issuing Qualifications and Statements of Attainment

DPSA will issue all Australian Qualification Framework certification documentation (Qualifications or 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 complete. Please note, however, that DPSA is not obliged to issue a certificate to a completed student if

- all agreed fees the student owes to DPSA have not been paid
- the student has not provided a valid Unique Student Identifier (USI)

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.



## ACADEMIC MISCONDUCT

### Skills Framework.

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times during College hours. It is expected that all DPSA teachers and staff will be treated with courtesy and respect at all times. For academic and behavioural misconducts, DPSA can take action against the student ranging from fine or cancellation of studies to reporting to DHA.

### Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement

### Referencing and plagiarism

Where you are making significant reference to the work of others, you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.

### Cheating

Cheating includes the following:

- Providing or receiving information from other students.
- Copying from another student
- Bringing in unauthorised material to an assessment
- Using unauthorised material in an assessment
- Failing to follow Trainers' instructions on conduct during assessments
- Plagiarism or cheating may result in a Not Competent result for the unit and/or suspension or cancellation of enrolment.



## **NON-ACADEMIC MISCONDUCT**

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the academy's reputation and name
- Steal academy or other students' property
- Damage academy or other students' property
- Engage in unlawful activities on academy premises
- Misuse academy equipment
- Threaten, bully, harass, abuse, discriminate or vilify academy staff members or students
- Disrupt classes and fail to follow trainers' and other academy staff's reasonable directions
- Falsify medical certificates and other documents
- Physical fighting on academy grounds, in class and anywhere else on academy premises
- Provide academy with false documents e.g. Qualifications, Statements of Attainment, References

Academic and non-academic misconducts/ offences may result in the termination of a student's enrolment.

### **Unlawful activity**

DPSA reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behaviour to the legal authorities.

### **Classroom behaviour**

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food and drinks are permitted in lecture/class rooms/salon. Students should consume food and drinks in the student breakout area. Students are not to enter in the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities, should ask their trainers or a college representative for assistance.



## **LEGISLATIVE AND REGULATORY RESPONSIBILITIES**

### **WORK HEALTH AND SAFETY (WHS) 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 by protecting 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 most workers in Australia. They are protected by 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.

Duties of other persons at the workplace (section 29). 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 cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **PRIVACY ACT 1988**

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- both of the following apply:
- the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection.
- the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose. Or
- the individual has consented to the use or disclosure.

### **ANTI-DISCRIMINATION ACT**

In Australia, it is unlawful to discriminate on the basis of a number of protected attributes including age, disability, race, sex, intersex status, gender identity and sexual orientation in certain areas of public life, including education and employment. Australia's federal anti-discrimination laws are contained in the following legislation:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.



Each state and territory has also enacted anti-discrimination legislation. Individuals can lodge complaints about discrimination, harassment and bullying at the state and territory level depending upon the circumstances of the complaint with the relevant agency in that state or territory.

## **DISABILITY DISCRIMINATION ACT 1992**

The DDA notes that there are two types of disability discrimination—direct and indirect.

Both are unlawful:

The objects of this Act are:

a. to eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:

- I. work, accommodation, education, access to premises, clubs and sport; and
- II. the provision of goods, facilities, services and land; and
- III. existing laws; and
- IV. the administration of Commonwealth laws and programs; and

b. to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and

c. to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

## **SEX DISCRIMINATION ACT 1984**

The 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.



## **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.

## **INDUSTRIAL RELATIONS ACT 1999**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

## **FAIR WORK ACT 2009**

The main object of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes 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. You can find more information about your workplace rights for all visa holders working in Australia. [www.homeaffairs.gov.au/Trav/Work/Work/workplace-rights](http://www.homeaffairs.gov.au/Trav/Work/Work/workplace-rights)