

STUDENT HANDBOOK



Dentos Pet Stylist Academy

RTO 2875



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A Message from the CEO of The Pet Stylist Academy

Welcome to The Pet Stylist Academy. We look forward to working with you to achieve your training and career goals.

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.

The Pet Stylist Academy (PSA) is dedicated to providing high quality standards of training and assessment for students who wish to gain a formal qualification either for personal development or to become qualified as a pet groomer or in the animal industry. A qualification, or Statement of Attainment issued demonstrates you have developed skills that are highly valued and recognised throughout Australia. We aim to provide a happy, friendly atmosphere in which to gain these skills.

It is important to keep this handbook on hand during your training, as it will provide you with additional guidance as you progress throughout your training. This Student Handbook provides important information regarding an overview of our key policies and procedures. These policies and procedures have been developed to guarantee consistent quality throughout your training and assessment with PSA. It's not a marketing tool. Treat it as pre-reading for your course and you will start your learning with confidence and familiarity. We hope you enjoy your learning experience.

PSA will ensure that you receive support and assistance to provide you with the opportunity to successfully achieve your educational goals during your training. Every endeavour will be made by staff to accommodate your individual needs to complete the course requirements.

If you have any suggestions on how we can improve our Policies and Procedures, please speak to the Academy Manager. We value all feedback and it is constructively incorporated and acted upon to ensure continual improvement.

We sincerely hope your time at The Pet Stylist Academy is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

Brenton Myatt
Chief Executive Officer
The Pet Stylist Academy



About Dentos 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.

Dentos Pet Stylist Academy Code of Practice

Our commitment to educational standards is reflected in the policies and practices of Dentos Pet Stylist Academy. They are adopted to maintain high professional standards in the management, marketing and delivery of training and assessment which safeguards the interest and welfare of learners and the public.

We do this:

- By marketing the courses with integrity, accuracy and professionalism consistent with educational, cultural and regulatory systems.
- By ensuring that learners have access to adequate orientation, counselling and remedial education as appropriate, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of learners from different backgrounds and may be delivered by third parties as appropriate.
- By acting with integrity in dealing with learners, past and present, and with the general public.
- By ensuring that the training venues are conducive to the success of each learner and that the learning environment is maintained to the highest standards.
- By ensuring that the training and assessment staff has the necessary qualifications, industry experience and instructional skills to effectively train and assess learners within specific courses.
- Dentos Pet Stylist Academy will ensure that the content of the course syllabus is relevant to the needs of individuals and that the theoretical and practical elements of the course directly relate to current industry needs.

Learners' Code of Behaviour

Rights and Responsibility

The adult learning environment of Dentos Pet Stylist Academy encourages and supports the participation of people from diverse backgrounds. Our aim is for each learner to have an equal opportunity to learn in a supportive environment.



Learners' Rights

Dentos Pet Stylist Academy recognises that learners have the right to:

- Expect to receive training and assessment of a high quality that recognises and appreciates their individual learning styles and needs and that meets the Standards for Registered Training Organisations (RTOs) 2015
- Have access to all Dentos Pet Stylist Academy services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio- economic background, physical or intellectual impairment, and religious or political affiliation
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement through the Learner Program Guide
- Appeal for a review of the results of an assessment as required
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it and meet the requirements as set out in the relevant Learner Program Guide
- Learn from fully qualified, competent and diligent facilitators who observe their responsibility to address learners' learning needs, assist them to achieve the course outcomes, and assess their learners' work fairly and according to the Standards for Registered Training Organisations (RTOs) 2015
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- Be treated with dignity and fairness
- Expect Dentos Pet Stylist Academy will be ethical and open in their dealings, their communications and their advertising
- Expect Dentos Pet Stylist Academy will observe their duty of care to them
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of learner records in accordance with the organisation's policies, to the extent permitted by law
- Expect to receive their certification documentation within 30 calendar days of successful completion of all assessment requirements for the course and having paid all fees due to Dentos Pet Stylist Academy in full, consistent with Standard 3 of the Standards for Registered Training Organisations (RTOs) 2015.



Learners' Responsibilities

Learners are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate personal information at time of enrolment, and to advise Dentos Pet Stylist Academy of any changes to their details including address or phone numbers as soon as practicable or within 14 days.
- Paying of all fees and charges associated with their course and providing their own course requirements as outlined in the Learner Program Guide where applicable.
- Not cheating or plagiarizing in course work or assessments submitted for assessment
- Recognising the rights of staff and other learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them in face to face sessions
- Ensuring they attend face to face classes sober and drug free
- The security of their personal possessions while attending a face to face course.
- Promptly reporting all incidents of harassment or injury to the Dentos Pet Stylist Academy Executive Officer.
- Respecting Dentos Pet Stylist Academy property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities from Dentos Pet Stylist Academy administration staff when in doubt.

Learner Disciplinary Policy

The learner disciplinary policy exists for the proper management of disciplinary issues. The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing learners with the opportunity to correct or modify their behaviour.

Dentos Pet Stylist Academy promotes an environment in which learners develop a positive and responsible attitude towards fellow learners, staff and the general work and learning environment consistent with workplace expectations. Disciplinary action will be taken when a learner's behaviour conflicts with the Learner Code of Conduct, according to the policies of Dentos Pet Stylist Academy. Dentos Pet Stylist Academy reserves the right to expel learners immediately depending upon the seriousness of the misconduct. Refunds are not payable in the event of expulsion for serious breaches of conduct.



Disciplinary Action Process:

1. Initially, the facilitator will discuss with the learner and add a note to the learner's file.
2. When behaviour continues to be unacceptable the facilitator arranges a meeting with the Executive Officer.
 - a. Details of all disciplinary warnings and/or interviews will be recorded on the learner's file
 - b. The Executive Officer counsels the learner on possible consequences of breaching the Learner Code of Conduct.
3. An action plan may be implemented for the learner to abide by in cases deemed necessary by the Executive Officer.
4. Further disciplinary problems will be addressed by the Executive Officer in consultation with the trainer.
5. An official warning letter will be issued by the Executive Officer.

Qualification & Training Related Information:

Assessment

All assessments conducted by Dentos Pet Stylist Academy are completed in the following manner:

- The learner will be offered the opportunity for RPL.
 - The learner will be briefed on the assessment process by their trainer and assessor and as relevant in the Learning Program Guide.
 - The assessor and the learner will agree on a time and place for the assessment as appropriate.
 - All learners will be given adequate time to develop the required skills and knowledge as laid out in the Learner Program Guide before they are assessed.
 - All legal and ethical responsibilities and outcomes are outlined in this guide and the Learner Program Guide. Please discuss with your assessor if you are unclear.
 - The learner will be advised of the outcome at the first available opportunity.
 - The trainer will provide feedback on performance and discuss the content with the learner.
 - The learner will have the opportunity to appeal the decision (refer to the Complaint / Appeal section of this booklet)
 - All assessments conducted by Dentos Pet Stylist Academy will observe the following directives as required by the Standards for Registered Training Organisations (RTOs) 2015 and AQF standards
 - **Competency Based Assessment** - Assessment must take place within a competency-based assessment system within established procedures as defined in Standards for Registered Training Organisations (RTOs) 2015
 - **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess
 - **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
 - **Fairness** - Assessment procedures will be fair, so as not to disadvantage any learners.
- Assessment procedures will:
- be equitable, and culturally and linguistically appropriate



- involve procedures in which criteria for judging performance are made clear to all participants
- employ a participatory approach
- provide for learners to undertake assessments at appropriate times and where required in appropriate locations
- **Flexibility** - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment
- **Recognition of Prior Learning** - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Kit.

Assessment Reasonable Adjustments

From time to time, Dentos Pet Stylist Academy will encounter learners with particular needs and will make all reasonable adjustments to ensure that the learner is able to equitably participate in the training and assessment and have equal opportunity to complete the training. To this end Dentos Pet Stylist Academy may customise certain aspects of training and assessment to be equitable.

Dentos Pet Stylist Academy has given a commitment to ensure equity in training and will honor that commitment where it is reasonable as determined by the respective facilitator.

Assessment and Flexible Learning Procedures

Dentos Pet Stylist Academy will offer flexible delivery and assessment options to suit the needs of individual learners wherever possible.

These include:

- alternative course time and dates where appropriate
- a second assessment of competencies which were not achieved at first assessment
- a range of delivery options

Assessment Criteria

Assessments should provide the opportunity for learners to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Learners will be fully informed regarding assessment processes, the number and types of assessments, and their due dates. As many learners are engaged in progressive start courses, assessment due dates are individualised and are to be agreed with your assessor.

Staff are available to discuss the outcomes of the assessment process and guidance on future options. Re-assessment is available and should be discussed with your assessor with times and dates negotiated on an individual basis.

All assessments must be completed within the bounds of your enrolment as described in your Learner



Program Guide. Re-enrolment fees may be payable if you need to stretch your enrolment beyond these bounds. Please discuss your particular circumstances with your assessor or with the Administration Officer.

Re-assessments may also occur as a result of a formal appeals process. See further details in the Complaints and Appeals policy.

Appealing against Assessment Results

Any learner who believes that the result of an assessment or unit of competency does not fairly reflect their achievement has the right to an appeal. In the first instance speak with your assessor. If an agreement cannot be reached, an impartial assessment of your work will be undertaken.

Please note that all appeals must be lodged within two (2) weeks of the result being provided. If you are assessed as Not Yet Competent (NYC), you will be given an opportunity to develop further skills and knowledge and to resubmit your assessment. You will be granted two re-sits for assessments considered NYC.

Please refer to the Complaints and Appeals policy and Procedure below.

Academic Misconduct and Plagiarism

Misconduct or plagiarism occurs when you reproduce someone else's words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by learners to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

Please refer to the Harvard Referencing System for guidance on how to appropriately acknowledge sources of information that you have used in preparing your assessment tasks.

Learners who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency.

All cases of cheating or plagiarism are recorded in the Learner's file and remain permanently on the record. Learners found cheating will receive a formal written warning from the Administration Officer. Learners have a right to appeal the allegation.

Continued academic misconduct or involvement in plagiarism will result in expulsion from Dentos Pet Stylist Academy. Please refer to the refund information in this handbook for further information.



Attendance and Scheduling

Learners are expected to attend 100% of their timetabled classes and workshop training sessions. Failure to attend may result in a learner compromising their ability to achieve competency or to successfully complete their studies.

Please talk to your trainer and assessor about your particular circumstances and where possible, Dentos Pet Stylist Academy will offer make up classes and/or provide class notes.

Absenteeism

Please discuss any proposed absenteeism with your facilitator to make alternative arrangements for study and/or assessment. In the event of ill health and repeated absences, a doctor's certificate may be required. Please talk to your trainer and assessor about your particular circumstances.

Client Information, Enrolment and Induction and Orientation Procedures

Prior to enrolling or commencement of your studies, whichever comes first, Dentos Pet Stylist Academy is bound to provide you with sufficient information for you to make an informed decision regarding your course of study and accessing any available government funding.

These documents include:

- Course Brochure
- Unique Student Identifier Information
- Concessional Student Declaration Form

For classroom-based delivery, demand is often very high and places limited. Learners will be accepted into limited places on a first in basis. As demand grows, further classes may be offered. We are here to help. Please talk to the Administration Officer about your particular circumstances.

Should you decide to join the course, you will be sent:

- An enrolment form
- This Learner Handbook
- The Learner Program guide

Learners who are enrolling in a course at Dentos Pet Stylist Academy must first read this Learner Handbook. Learners should also read our Refund Policy carefully. You will be asked on your enrolment form to confirm that you have read and understood it.

Please submit your fully completed enrolment form and your deposit to the addresses below. Also send through any other documentation such as certified copies of academic reports that may assist us in assessing whether credit transfers and/or RPLs of units of competency are due can also be forwarded.



Once we have received and processed your documentation and payment, we will contact you as soon as possible to confirm your enrolment.

By post: 49 Cypress Drive, Broadbeach Waters QLD 4218

By email: petstylistacademy@gmail.com

Upon enrolment you will sent:

- Your facilitators contact details
- Student login and passwords as appropriate
- All relevant training materials pertinent to your circumstances
- Your trainer will contact you to discuss the course requirements with you and to orientate you to the materials and assessments

Course Delivery

Dentos Pet Stylist Academy will:

- provide, prior to course commencement, the Learner Program Guide containing information about your specific course, the program of study and other relevant information
- ensure that training and assessment occurs in accordance with the requirements of the course and the Standards for Registered Training Organisations (RTOs) 2015
- ensure that national guidelines are followed when customising courses to meet the needs of particular clients
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise accredited courses as applicable
- ensure that all courses on the Dentos Pty Ltd Scope of Registration reflect currently endorsed Training Packages

Course progress

Your facilitator/s will monitor your progress and will provide feedback to you on a regular basis. The feedback may include one or more of the following:

- Assessment and comments on assignments, project reports or exam papers where applicable
- A written evaluation sheet
- Oral feedback on your overall performance

Please do not hesitate to contact the Dentos Pet Stylist Academy team to discuss any concerns you may have with progress or completion. Allowable adjustments can be made, and support is available to assist you to complete your studies.

If you are not satisfied with the feedback given on your work, you can discuss this with your facilitator individually. If you are still not satisfied, please refer to our Complaints and Appeals Process.



Course award

On successful completion of your course, you will receive:

- A Certificate (testamur) with the applicable qualification level if you have successfully completed all units of competency in the qualification
- A Statement of Attainment if you have successfully completed only some of the units of competency in the qualification
- An Academic Transcript that details every unit you have completed and the appropriate result

All Certificates must be sent to the address Dentos Pet Stylist Academy has on file. Please ensure this is correct at the time of completion. Should you wish your Certificate to be delivered to a third party (for example, your employer) Dentos Pet Stylist Academy must have your written approval to do so.

Please note that certificates issued for Non-Accredited Short Courses will be Certificates of Attendance and will not display the Nationally Recognised Training symbol, nor are they recognised through the Australian Qualifications Framework.

Only nationally recognised competencies and qualifications will display the Nationally Recognised Training symbol.

Change to enrolment/ personal details

It is important that our records are accurate and up to date. Should you change your name, address or any other details during your period of study, please notify Dentos Pet Stylist Academy staff as soon as practicable.

A Change of Personal Details form is available however email and phone advice are also acceptable. In the event that you phone in a change of details, Admin will complete the Change of Personal Details form on your behalf.

This will ensure that any correspondence we send you, including your certification documentation is received safely.

Feedback

Dentos Pet Stylist Academy has a quality and continuous improvement policy. This can only be achieved with the help of feedback received from clients and learners. We urge you to speak with your facilitator or any of the Administration team if you have feedback for us. The CEO can also be contacted via petstylistacademy@gmail.com.

You are invited to use the Learner Feedback Form provided on The Pet Stylist Academy USB to provide us with your views. This form enables you to officially notify us if you would like to comment on what we have done well and what we can improve on. Your suggestions and comments are welcome and will be discussed by The Pet Stylist Academy Directors who take Learner Feedback into consideration when making management decisions.



Language, Literacy and Numeracy Assessment (LL&N)

A language, literacy and numeracy non-intrusive assessment is offered for the purpose of identifying special needs of learners.

This assessment enables Dentos Pet Stylist Academy to address specific learner needs and tailor the training program and/or assessment process to best meet those needs. Where necessary, adjustments to the methods of training delivery and/or to the assessment process can be made, so the learner is supported and has a reasonable chance of success in their training.

For those learners participating under Commonwealth and/or State traineeships, an LL&N assessment is mandatory.

Please let your trainer know if you feel you will need assistance with language, literacy or numeracy. If you have indicated a special need on your enrolment form, you will be contacted by the Administration Officer to discuss further and your facilitator will be advised. Dentos Pet Stylist Academy is committed to assisting you achieve your learning outcomes.

Learner Support

We understand that there may be times when personal issues may affect your ability to undertake your training. Please talk to your facilitator in the first instance if you want to seek support. You can always contact the Admin Officer also who will be able to link you with appropriate internal or external contacts who can assist you.

Materials, Texts & Personal Equipment

Course materials are provided by Dentos Pet Stylist Academy to the learners in relation to their studies.

Some text and references may be mandatory and some recommended by the training staff. If the texts and references are mandatory, it will be clearly outlined in the Learner's Program Guide whether their cost was included in the enrolment fee or whether this would be an additional expense to the learner.

If the text and references are recommendations only, purchase is optional and not necessary for the completion of the course.

Dentos Pet Stylist Academy does not accept responsibility for the loss or breakage of a learner's personal equipment.

Payment Plans

Payment plans are available for all courses. Please speak with an Admin Officer or contact us at petstylistacademy@gmail.com for assistance. Fees must be paid in full before your certification documentation can be issued.



Recognition of Qualifications and Competencies Issued by other Training Providers

You should not be expected to repeat learning for which you have already been deemed competent.

If you have already completed any nationally recognised units of competency relevant to your current course through another training provider, Dentos Pet Stylist Academy is bound to recognise them.

You need to provide Dentos Pet Stylist Academy with a certified copy of the Statement of Attainment (a summary of competencies completed) so that your credit transfer/s can be assessed and applied by Admin staff.

When they are current units of competency as listed on www.training.gov.au, the process is straightforward, and the outcome is that you are not repeating units that you have already completed.

When units are outdated or the results are from another AQF authorising institution like a university, a comparison between the unit of study you are resulted for and the unit you are seeking credit must be conducted to determine equivalence. If the unit of study is not from a RTO, you are responsible for providing all information to allow an assessor to compare the content of the unit you are resulted for and the unit for which you are seeking credit.

The RTO is bound to authenticate the validity of documents that you provide when seeking credit transfer.

Dentos Pet Stylist Academy is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

Recognition of Prior Learning (RPL)

RPL is an assessment process which recognises an individual's prior learning achieved through formal and informal training, work experience or other life experiences. You may be eligible to gain exemption from units of competency in your course through RPL.

A qualified assessor organises this through either a structured evidence collection and interview process or an assessment only procedure.



While Dentos Pet Stylist Academy staff may be able to make suggestions and give advice, the onus is on learners to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

The results of an RPL application may be:

- That you are exempted from the unit/s of competency and on your statement of results it is noted that the unit/s was completed through an RPL process.
- That you are required to undertake some gap training and/or assessment as provided by your assessor when it is found that your evidence does not fully support an RPL.
- That your RPL application is rejected and you are required to train and to be assessed in the unit/s.

Talk to your facilitator or the Administration Officer if you would like more information about RPL or if you would like to lodge an application.

Vocational Education & Training

Your course has been drawn from a National Training Package. Training Packages include:

- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

Someone who is competent has the required knowledge and skills and can apply them effectively in the workplace.

Courses are comprised of a combination of compulsory and elective units of competency to be completed within a theoretical and practical workplace application. Learners will be required to complete the required number of compulsory and elective units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

Vocational Placement

Some qualifications have a specified vocational experience requirement. That is, to be deemed competent in particular units of competency, the learner must provide evidence of experience in a relevant workplace setting in the tasks as specified in the unit.

Learners are required to seek out their own opportunities as this often serves as a 'long term job interview.' That is, by demonstrating to the potential employer your skills and abilities over time while undertaking your vocational placement, you have a competitive advantage over other job candidates should a vacancy arise.

It should be noted that Dentos Pet Stylist Academy is not responsible for finding your vocational placement. It is the responsibility of the learner to ensure they can get placement.



In the event that you cannot find your own vocational placement, Dentos Pet Stylist Academy will seek to assist you for a fee as specified in the fees schedule. Learners must make themselves available to undertake vocational placement to suit the needs of the host organisation. In some industries, this might include any day of the week and might include hours of work with start times as early as 6:00am and finishing times as late as 11:30pm. Dentos Pet Stylist Academy will endeavour to work with learners to find suitable vocational placement opportunities as required, but it is not our responsibility to do so.

Both the course brochure and the Training Program Guide specify the mandatory work experience requirements of particular units, if applicable.

If you have organised your own vocational placement, you will need to advise your facilitator of the sponsor organisation's details as well as the contact person. The organisation will need sign the vocational placement logbook with which the learner is issued to acknowledge the required hours have been worked. This will form part of your assessment for the specified unit as well as ac

Should the learner be an existing worker, a letter will be required from their employer confirming the hours worked. The template letters are available from your facilitator or from petstylistacademy@gmail.com

INSURANCE

Where a learner undertakes work experience, all insurance matters are their personal responsibility and that of the host organisation's worker's compensation.

If Dentos Pet Stylist Academy organises the vocational placement, the learner is insured under Dentos Pet Stylist Academy insurance and a Vocational Placement Agreement between the host organization and Dentos Pet Stylist Academy will need to be entered into. Please contact Dentos Pet Stylist Academy Admin for more information.

TRANSPORT

Learners undertaking work experience or vocational placement are responsible for transportation to and from the venue.

GENERAL

Learners are responsible for:

- Conducting and presenting themselves in a professional and ethical manner at all times
- Obeying the reasonable instructions of the persons supervising their vocational placement
- Obeying organisational policy and procedures
- Their own personal safety
- Provision of suitable work clothing/uniforms unless specified on the brochure



Upgrading to a Higher Level Course

Rarely, learners may wish to upgrade their studies from the course in which they have enrolled into a higher level course. Should this be relevant for you, please raise this issue with your facilitator in the first instance and with the Administration Officer as required. New enrolment forms will be required as may RPL applications or other documentation. Where possible, approval will be granted.

It is not possible to downgrade to a course lower than the level into which you have enrolled. Any learners finding that they are unable to complete their current course for any reason should read the Refund Policy carefully before making any decisions and discuss with the Administration Officer.

Dentos Pet Stylist Academy is responsible for ensuring that you have the necessary abilities to reasonably complete a course of study at the required level before you are enrolled into that course. By accepting your enrolment, you acknowledge that both you and Dentos Pet Stylist Academy have deemed that with due application and diligence to study that you could successfully achieve the qualification into which you were enrolled.

Withdrawals and deferrals

In the event of two missed attendances at scheduled classes without prior notice and/or after two repeated failures of contact by your facilitator, Dentos Pet Stylist Academy will assume you have withdrawn from the course.

If you wish to defer your course you are required to submit the request in writing to the Administration Officer. A deferral may be awarded on an individual basis. Please contact your facilitator to discuss your circumstances.

As a general rule, no refund will be payable after the course has commenced and you withdraw, however, exceptions will be considered on a case-by-case basis.

Please contact your facilitator to discuss your circumstances.

Failure to progress

It is the learner's responsibility to make progress in their studies and be working towards course completion. Trainers and assessors and Dentos Pet Stylist Academy Administration staff are available to you to assist with your progress.

A failure to make progress could result in Dentos Pet Stylist Academy cancelling your enrollment.

The trainer will make two attempts in writing, via telephone or text to contact the student who is not engaging in their learning.

Depending on the course and the delivery model this could be a failure to attend classes, a failure to log on to the online learning system, a failure to respond to the trainer and assessor's communication attempts.



If an online learner does not log on to the online learning system, this would be considered as disengagement. If a learner fails to attend four consecutive lessons, this would be considered disengagement. If a distance learner has no communication with their trainer and assessor for one month, this would be considered disengagement.

After the trainer's two attempts to contact the learner, Dentos Pet Stylist Academy Administration will make a further two attempts. If the learner has not contacted Dentos Pet Stylist Academy within 14 days of the final Administration communication attempt, the learner's enrollment will be cancelled.

Dentos Pet Stylist Academy understands a learner's competing priorities. Open communication with your trainer and assessor or Administration is imperative so that we understand your engagement with learning.

General Administration:

Application of Dentos Pet Stylist Academy Conditions

These conditions apply to every learner undergoing a course at Dentos Pet Stylist Academy.

A condition of acceptance for training and assessment is that, upon enrolment, each learner is to sign a copy of these conditions. This appears on your enrolment form. In doing so, the learner undertakes to obey the conditions whilst a learner of Dentos Pet Stylist Academy.

The conditions have been designed to ensure that every learner fairly receives the utmost benefit from Dentos Pet Stylist Academy. Also, the conditions are to ensure the maintenance of the high professional standards Dentos Pet Stylist Academy.

In addition, the conditions are intended to promote harmonious relations between the staff and learners, and among learners.

The Chief Executive Officer of Dentos Pet Stylist Academy reserves the right to arbitrate on the interpretation of any condition in case of any contention about the meaning or application of a condition.

Accessing Information

Policies and Procedures

The policies and procedures about which you should be aware are contained in this Handbook. More broadly, Dentos Pet Stylist Academy has a number of other policies and procedures ensuring effective governance of the RTO. Learners can access these additional policies and procedures by contacting the Administration Officer. Should you require any information or a copy of a policy or procedure please contact any of the Dentos Pet Stylist Academy staff via phone or email. Copies will be supplied to you free of charge.



Learner Training Records

Access to individual learner training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing
- Dentos Pet Stylist Academy staff who require this information as part of their job role
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training Organisations (RTOs) 2015 and funding bodies
- legal requirements (e.g. subpoena/search warrants/social service benefits/Evidence Act).

Learners wishing to access their records may do so in writing to the Administration Officer and include proof of identity.

Access and Equity

Dentos Pet Stylist Academy will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. Our access and equity policy represent commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

Dentos Pet Stylist Academy are able to provide support and counselling services when necessary. These support services may be provided by a contracted third party provider. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a learner is identified as having special needs they will receive regular contact from the facilitator. The learner should contact the Administration Officer at any time that they feel extra assistance would be helpful. All enquiries and requests for extra support or assistance will be followed up.

Consumer Rights

All consumers of products and services are protected under Australian law. Please refer to the website below to familiarise yourself with your consumer guarantees.

<https://www.accc.gov.au/consumers/consumer-rights-guarantees>

Additionally, each State and Territory has its own consumer protection legislation, some specifically with regard to training courses. You should familiarise yourself with your rights including cooling off periods where applicable.

**QUEENSLAND:**

<http://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/training-courses/>

NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY:

http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

VICTORIA:

<https://www.consumer.vic.gov.au/> SOUTH AUSTRALIA:

<https://www.sa.gov.au/topics/citizens-and-your-rights/consumer-rights>

WESTERN AUSTRALIA:

<https://www.commerce.wa.gov.au/consumer-protection>

NORTHERN TERRITORY:

<http://www.consumeraffairs.nt.gov.au/ForConsumers/ConsumerRights/Pages/default.aspx>

Computer Access

Where applicable for classroom delivery and/or assessment, each learner will be issued an access code for the wireless network for course related purposes. It is the learner's responsibility to ensure all essential work is backed up to prevent loss of work.

Course Cancellation/Business Interruption

Dentos Pet Stylist Academy will make every effort to provide training and assessment services as described in the course brochure and according to the Standards for Registered Training Organisations (RTOs) 2015.

In the event that Dentos Pet Stylist Academy terminates an arrangement early and/or fails to provide the agreed services, remedies are available to the learner as set out below.

Dentos Pet Stylist Academy & Dentos Pty Ltd reserves the right to cancel courses, change the schedule of courses, alter the fee structure or change the delivery location. Learners will be given as much notice as possible prior to any changes via email, phone or letter. Every effort will be made to avoid disrupting a learner's progression through their qualification.

In the event that Dentos Pet Stylist Academy changes ownership or enters into new third party agreements, learners will be advised as soon as practicable as to possible impacts on the learner.

In the event that Dentos Pty Ltd or Dentos Pet Stylist Academy delivering on its behalf ceases operations either entirely or for any part of a training product, Dentos Pet Stylist Academy will make every effort to transition enrolled learners into similar courses with other RTOs with the same course on their scope of registration. In the event that there are no RTOs with the same course, enrolled



learners will be refunded their course fees proportionate to that which has already been delivered and assessed.

The calculation for this refund will be the course fee divided by the number of units in the qualification and multiplied by the number of completed units.

In the unlikely event of the RTO ceasing operations, Statements of Attainment and/or Certificates and Academic Records will be issued as appropriate to all enrolled students who have been assessed as competent in any unit/s of competency.

Emergency Evacuation Procedure

For face to face training sessions, at the beginning of each class, learners are asked to familiarise themselves with the evacuation routes and assembly points for the training venue. Should evacuation be necessary, all learners are required to assemble in the nominated Assembly Area to allow the facilitator to call a class roll.

Intellectual Property

The learner agrees that all intellectual property rights in material provided to the learner such as manuals and teaching materials belong to Dentos Pet Stylist Academy.

Dentos Pet Stylist Academy grants the learner a royalty-free license to use this material for personal use only.

In particular, the learner must not copy or distribute the material to others or use it for commercial purposes other than as a personal reference. This clause shall survive the termination of your study with Dentos Pet Stylist Academy.

Storing Personal Information

Your privacy is respected by Dentos Pet Stylist Academy. When enrolling in a training program, you will be required to complete a number of forms.

Dentos Pet Stylist Academy ensures that, except as required under the Standards for Registered Training Organisations (RTOs) 2015, or by law, personal information about you will not be disclosed to a third party, with the exception of assessors as advised, without your written consent.

Dentos Pet Stylist Academy stores personal information in both paper and electronic form with hard copy information kept under locked security. Personal information stored on computers is password protected.

Learners may access their personal information at any time by writing a letter/email of request including proof of identity to the Administration Officer.



Fees, Charges and Refunds

Payment of Fees

In some cases, your course fees will be paid for by your employer and arrangements exist between Dentos Pet Stylist Academy and your employer to ensure all fees are paid prior to the certification documentation being issued to you.

In the event that you are personally responsible for the payment of your course fees:

- All course fees and payment installments are found on marketing brochures
- Course fees can be paid by direct deposit
- Receipts will be issued on payment of fees
- Where applicable, tax invoices will be sent when fee installments are due No certification documentation will be forwarded until all fees are paid in full.

Learners whose fees are in arrears of the scheduled payment points may have their enrolment suspended or cancelled unless prior arrangements have been made.

Please speak with the Administration Officer about your particular circumstances.

Fees in Advance

The Standards for Registered Training Organisations (RTOs) 2015 state that the RTO must meet the requirements set out in the Requirements for Fee Protection. In the case where an individual learner is paying for their own training, the total amount to be paid will not exceed \$1,500.00 at the time of the enrolment in the course.

Further fees will be invoiced in amounts not exceeding \$1500 in advance of the training as the course progresses until the full course fee is paid. Course fees must be paid in full before course certification is issued to eligible learners.

This applies to learners paying their own fees and does not apply in the event of your employer paying for your training.

Fees and Refund Policy

Applicants must advise The Pet Stylist Academy as representative of Dentos Pet Stylist Academy in writing of their intention to withdraw from a course.

- For written cancellation received three (3) or more weeks prior to commencement of a fulltime course, a full refund of fees less \$200 Enrolment Fee will be made.
- For written cancellation received three (3) or more weeks prior to commencement of a short course, deposit is not refundable.
- For cancellation less than three (3) weeks prior to commencement of a course, fees paid are non-refundable.
- For cancellation due to medical/emergency reasons only, students must attend an interview with the Head of School. Any fees or unused portion thereof may be held in credit for students' use within a 12-month period, and an administration fee will apply.



- Where a course is cancelled for any reason by Dentos Pet Stylist Academy, and alternative courses do not suit the applicant, a full refund of fees paid will be made.
- Should you withdraw from the course, once commenced, you will forfeit all monies paid and be liable for the full course cost.
- All student fees will be processed through a separate banking account for auditing purposes.

SPECIAL CIRCUMSTANCES

Please discuss your particular circumstances with the Administration Officer as the CEO can make ex gratia refunds. Where applicable, the Administration Officer will advise you to put your request in writing to the CEO.

Learners who have any queries regarding eligibility for refunds should contact the Administration Officer in the first instance.

OVERDUE FEES

Where learner fees are two weeks overdue, trainers and assessors will be instructed to refuse services until payment has been brought up to date. Training and assessment services will only re-commence when the learner has brought all due payments up to date.

Certification documentation will not be issued to eligible learners until course fees are paid in full.

In extreme cases, Dentos Pet Stylist Academy reserves the right to engage with Professional Collection agencies and the debtor is liable for these charges which must be paid in full before certification documentation is issued.

OTHER FEES SCHEDULE

Learners need to be aware that from time to time and depending upon circumstance, there may be additional fees and charges incurred. These fees and charges are outlined in the table below. Please talk to the Administration Officer about your particular circumstances as the CEO may make ex gratia exceptions.

Additional Fees Table

Re-enrolment fee if the learner continues beyond their original course duration as stated on the brochure.	\$100.00
Re-issuing a copy of Certificates/ Statement of Attainment and Academic Record (The first copy only of these documents is free of charge when you complete or withdraw from a course.)	\$30.00
Vocational Placement Services (as outlined in brochure where applicable)	\$150.00 per placement
Gap training fee per unit in the event of RPL not granted	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure.



Student Contribution Fees for government subsidised training	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure.
Materials and Textbooks	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure where applicable.

Complaints and Appeals Policy & Procedure

Complaints and Appeals Policy and Procedure

PURPOSE

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf, its trainers, assessors or other staff or a learner of the RTO can be resolved in accordance with the principles of natural justice, equitably and efficiently.

SCOPE

This complaints and appeals policy applies to all relevant parties meaning:

- the RTO, The Pet Stylist Academy, its trainers, assessors or other staff
- a third party providing services on Dentos Pet Stylist Academy's behalf, its trainers, assessors or other staff
- a learner of Dentos Pet Stylist Academy.

DEFINITIONS

Complaints and Appeals include but are not restricted to matters of concern to a learner relating to training delivery and assessment; the quality of the training; learner support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused
- All parties are told the decision and the reasons for the decision.

POLICY

Dentos Pet Stylist Academy values complaints of any kind being brought to the attention of Management when an issue cannot be resolved at a local level.

All relevant stakeholders have the right to raise the complaint or appeal and expect that every effort



will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

All relevant parties have the right to present the complaint or appeal formally as well as in writing.

Dentos Pet Stylist Academy will manage all complaints and appeals fairly, equitably and efficiently as possible. Dentos Pet Stylist Academy will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Dentos Pet Stylist Academy acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Dentos Pet Stylist Academy seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive environment.

A copy of this Policy is available to all parties via the Dentos Pet Stylist Academy Office and is available in the Learner Handbook which is posted online or can be emailed. The information will also contain details of external authorities that parties may want approach.

PROCEDURE:

Should a party have a complaint or appeal, the following steps are to be followed:

1. The party should discuss the issue with the relevant person involved to try and resolve the situation it verbally.
2. If no resolution is reached, the party should discuss the issue with his/her facilitator to see if it can be resolved.
3. If still no resolution the party should contact the Operations and Compliance Manager on (07) 5575 2200 or through the Administration Manager email at petstylistacademy@gmail.com. The Operations and Compliance Manager will assist you to resolve the complaint within seven days.
4. For complex matters, you may prefer to put the following information relating to the issue in writing. Please include in your written submission:
 - description of the complaint or appeal
 - state whether you wish to formally present your case in person where appropriate
 - steps you have taken to deal with it
 - what you would like to happen to fix the problem and prevent it from happening again.
 - If you prefer, a staff member can assist you to complete this form

Additionally, parties are able to lodge a written complaint or appeal addressed to the CEO at:

The CEO
The Pet Stylist Academy
49 Cypress Drive
Broadbeach Waters QLD 4218

Or petstylistacademy@gmail.com



Formal Appeals Forms and/or Complaints Forms are available from petstylistacademy@gmail.com however complaints and/or appeals can be in any written form.

5. The party brings the issue to the attention of the Operations and Compliance Manager at the earliest possible convenience. In the case of an assessment appeal, the Operations and Compliance Manager will assess the result and assessment and will moderate this with the trainer/s, and then present the learner with a written report within 14 days. In the event of a complaint the Operations and Compliance Manager has 7 days in which to respond.
6. If the issue is not dealt with to the learner's satisfaction s/he may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by an independent management representative. This process must commence within 48 hours from the time the CEO receives written notification from the learner about their dissatisfaction to the response received from the Operations and Compliance Manager and a response/resolution must be presented within 7 days.
7. Should the issue still not be resolved to the learner's satisfaction, Dentos Pet Stylist Academy will make arrangements for an independent external person to resolve the issue. The learner will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days. Dentos Pet Stylist Academy will pay an independent mediator for a maximum of two hours. Costs thereafter are at the complainant or appellant's own expense. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
In the unlikely event that it will take more than 60 calendar days to process and finalise the complaint or appeal, Dentos Pet Stylist Academy will you in writing, including reasons why more than 60 calendar days are required, and Dentos Pet Stylist Academy will regularly update you on the progress of the matter.
8. If the learner is still not happy with external mediation of the appeal, he/she may take his/her complaint to the Australian Skills Quality Authority (ASQA) at the following address.
Complaints Team
Australian Skills Quality Authority GPO Box 9928
SYDNEY NSW 2001
Tel: 1300 701 801
You can also submit your complaint online to ASQA by referring to the link:-
<http://www.asqa.gov.au/complaints/making-a-complaint.html>
9. In respect to complaints and depending upon the nature of the complaint e.g. discrimination, fair trading etc., the learner will be directed to the appropriate government department.
10. All documentation relating to complaints or appeals will be archived for audit purposes.
11. The CEO will be responsible for the implementation and maintenance of the policy.

This process does not negate the right of parties to seek other legal remedies.

Marketing and Recruitment

Dentos Pet Stylist Academy will:



- market courses within its Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- draw no false or misleading comparisons with any other provider or course
- not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority
- recruit learners at all times in an ethical and responsible manner consistent with the requirements of courses
- ensure that application and selection processes are explicit and defensible and equity and access principles are observed

Relevant Legislation

A range of legislation, regulation and standards is applicable to all staff and learners. Queensland and Commonwealth legislation to which Dentos Pet Stylist Academy adheres is as follows:

Commonwealth (Cth) Legislation:

- The National Vocational Education and Training Regulator Act (2011)
- Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Fair Work Act 2009 (Cth)
- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth)

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)



Disclaimer

Every attempt is made to ensure that information from Dentos Pet Stylist Academy is accurate, and that the learner has attained the competencies learned in the course at the point of their assessment. Dentos Pet Stylist Academy meets the assessment requirements of the Standards for Registered Training Organisations (RTOs) 2015.

Beyond this point, the graduate is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application.

This releases Dentos Pet Stylist Academy and their staff from any liability, action and claims for whatever nature, whether directions given during the course are followed or not.