


Dovida
Academy

RTO Code 45743

Learner Handbook

 Dovida Academy	Learner Handbook	
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Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or Dovida Academy policy may impact the currency of information included. Dovida Academy reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Dovida Academy.

This handbook has been prepared as a resource to assist learners to understand their obligations and those of Dovida Academy. Please carefully read through the information contained in this guide. All learners need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Learners will be required to sign and date an acknowledgement on the 'Course Attendance Sheet'. Any queries can be directed to:

Dovida Academy

RTO No. 45743

P: 07 3703 3100

E: academy@dovida.com.au

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 We collect personal information through your enrolment process from you for purposes including:20

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RTO Details

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Dovida Academy Mission Statement

The Dovida Academy will provide and deliver training and assessment of the highest standard to ensure that the provision of care to our Dovida clients is based on evidence-based, safe, quality practices. The Academy endeavors to provide real-world, work-based training allowing Caregivers and Key Players to achieve their full potential while maintaining safe work practices.

Course Information Overview

Dovida Academy is an Enterprise Registered Training Organisation (ERTO) accredited to offer nationally accredited qualifications and Units of Competency for our Dovida employees.

Dovida Academy is accredited with the Australian Skills Quality Authority (ASQA) and complies with the 'Standards for Registered Training Organisations (RTO's).

Accredited Training

As an RTO, Dovida Academy meets a national set of standards that ensure nationally consistent, high-quality training, assessment and outcomes for learners and participants. We are accredited under the Vocational Education and Training (VET) Quality Framework (VQF). And can issue recognised Australian Qualification Framework (AQF) Qualifications and Statements of Attainment when Nationally recognised Training (NRT) courses are successfully completed.

Our programs undergo continuous quality improvement processes, which include:

- Annual evaluation
- Accreditation with professional colleges and industry bodies
- External benchmarking
- Annual peer review.

Enrolment

Enrolment occurs upon request from employed Caregivers or Key players. Information on the fees and charges relating to all programs of study are provided, as are our payment terms and payment methods. Learner enrolment is confirmed upon completion of the language, literacy, and numeracy test.

In our responsibilities as a Registered Training Organisation (RTO) Dovid Academy does not guarantee that:

- You as a learner will successfully complete a training product on its scope of registration – but we will provide all the support you may need to do so.
- Successful completion of your course or qualification is linked to a role or position within Dovid Academy.

Entry Requirements

When admitting applicants, Dovid Academy will adhere to all aspects of social justice. Applicants will be assessed for entry to courses on:

- successfully meeting any course pre-requisites,
 - Ongoing employment as a Dovid Caregiver or Key player
 - Level of language, literacy and numeracy skills, and digital literacy skills – learners will be tested to ensure they meet the minimum foundation skill level to enroll in their chosen Training Product.
 - Access to a computer and software (e.g. Microsoft Word / Google Chrome) as needed to access and complete our Empower and aXcelerate learning and assessment portals
 - Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- demonstrated capacity and willingness to complete training in a professional and courteous manner,
- identify if you are eligible for any Credit Transfers (CT) or Recognition of Prior Learning (RPL) once enrolled
- If the learner has identified or been identified as requiring additional support, an Individual Support Plan will be created in consultation with the learner and support considerations will be implemented for the duration of the learning and assessment of their chosen Training Product.

Dovid Academy reserves the right to only admit candidates to whom it believes meet the entry criteria and are academically suited. All decisions by the RTO Manager are final.

Please refer to our Learner Enquiry Enrolment Policy and Procedure and Access and Equity Policy and Procedure for further information.

Course Induction

A Learner Induction will occur prior to commencement. A Dovid Trainer/Assessor will provide all information related to your training program and confirm your understanding. They will also provide their direct contact details for any future questions you may have and complete an 'Induction Checklist' form confirming that all the information you need to complete your program has been provided.

Learners will be given access to our Dovid Academy Study Planner which contains

helpful information on how to make space for learning, time management and support with learning. This will be accessed in our Learning Management System, aXcelerate.

Upon Induction learners will be able to access our additional resources including our Managing Personal Wellbeing and Stress Duration Study module, which has healthy insights and strategies to support learners throughout their learning journey.

Learner Contact Details

Should you change your name, address, or telephone number, you are required to notify Dovida Academy with relevant information. The change must be made in writing stating the previous address, the new address. No responsibility will be accepted by the Organisation for failure to follow the above procedure.

Unique Student Identifier (USI)

From 1 January 2015, all learners undertaking nationally recognised training delivered by a registered training organisation need to have a Unique Learner Identifier (USI). It allows learners to link to a secure online record of all qualifications / unit of competencies gained regardless of the provider. As an RTO, Dovida Academy cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all learners supply their USI prior to commencing training.

Learners will need to either apply for their USI (via <https://www.usi.gov.au/learners/create-your-usi>) prior to undertaking training or give Dovida Academy permission to create a USI on their behalf. Learners will need to provide one form of identification such as Driver's License; Medicare Card; Australian Passport; Visa (with Non-Australian Passport); Birth Certificate (Australian); Certificate of Registration by Descent; or Citizenship Certificate for the Organisation to be able to successfully create a USI on their behalf.

For more information:

Website: www.usi.gov.au / Email: usi@education.gov.au / Phone: 1300 857 536

Third Party Communication

Dovida Academy adheres to privacy legislations in all states and territories and Standards for RTO's thus ensuring that all learners personal contact details, course details, assessment outcomes and course progression will not be disclosed unless written consent is provided by the learner.

Should a learner wish to consent to release, they must complete an Information Release Consent Form and forward to academy@dovida.com.au. Forms can be in aXcelerate or by request. Please refer to our Learner Information Release Policy and Procedure for more information.

Fees & Payment Options

Prior to commencement of a Dovida Academy course, learners will be provided with information that explains the fees for the training course. Dovida Academy will publish all course fee details on our website and information will be given at induction.

The learner's enrolment process requires a learner to agree and accept to pay the course fees.

Code	Title	Cost	Delivery Model
CHC33021	Certificate III in Individual Support (Ageing)	\$350 in one upfront payment or instalments as confirm on the Pay Deduction Form	Optional Pathways: <ul style="list-style-type: none"> - Recognition of Prior Learning (RPL) (6 months) - Training Pathway (12 months)

*Note: Learners who notify Dovid Academy of Credit Transfer upon enrolment will not be charged for the subjects in which Credit Transfer applies.

Extra Charges that may be incurred during the Training Pathway:

Extension Fee <ul style="list-style-type: none"> - Learner requires an extension after commencing a cluster due to not being able to meet the cluster assessment submission/completion dates. 	\$50 per occasion
Reassessment Fee <ul style="list-style-type: none"> - Learner requires more assessment on a cluster after exhausting the three attempts already provided. 	\$50 per occasion
Material Fee <ul style="list-style-type: none"> - Learner would like hard copy/printed Learner Resources for their course (postage included). 	\$25 per unit of competency
Deferral Fee <ul style="list-style-type: none"> - Learner requests to defer a cluster prior to commencement for a duration of three months. 	\$50 per occasion
Certificate Re-print <ul style="list-style-type: none"> - Learner requests a re-print of Certificate and/or Statement of Attainment 	\$10 per occasion

All charges are at the discretion of RTO Manager.

**Learners with genuine financial hardship circumstances may apply for an alternative payment plan arrangement. Please contact our Program Co-ordinator.*

Your Enrolment Cancellation

Notification of cancellation / withdrawal from unit/s of competency or deferral from a course of study must be made in writing to Dovid Academy. Cancellation will also occur automatically should a learner end employment with the Dovid group and if they have been found competent in any units, they will receive a Statement of Attainment.

Please note that outstanding fees may result in Dovid Academy withholding the issue of statements / certificates until all fees are paid. If a learner is having trouble paying fees, they are to contact us to discuss options.

Should learners wish to withdrawal, the following form is to be completed and forwarded to the Program Co-ordinator .[Learner Withdrawal Request Form](#)

Refund Policy

The Dovidia Academy has the following policy regarding refunds of fees to learners/any other relevant organisation that has funded training on the learner's behalf.

The Dovidia Academy offers a fair and equitable refund policy that complies with all legislative requirements, as such refunds shall not be issued in the following circumstances:

- The learner changes their mind
- The learner has submitted any unit for marking
- The learner finds the course too difficult
- The learner no longer requires the course
- The learner's position at Dovidia changes
- The learners' personal circumstances changes
- The learners financial position changes
- The learners' circumstances change due to family health issues
- The learner's access to resources changes including access to the reliable internet
- The learner finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be deemed as a change of mind.
- The learner has breached Dovidia Academy's code of conduct
- The learner has failed to complete the course within the designated period without an approved deferral or course extension.
- The learner applied for RPL and do not gain RPL as desired and no longer wishes to follow the training pathway.

Course fees (both Training and RPL Pathway) paid for an 'in progress' enrolment will not be refunded to the learner under any circumstances unless:

1. Dovidia Academy cancels or discontinues a training program
2. The learner withdraws from a course due to serious illness (we will refund any course fees paid; less applicable administrative fees). However, a medical certificate is required. Dovidia Academy will then refund any payments made after the administration fee is deducted.

Application for a refund of training fees in accordance with the Refund Policy must be made in writing on the [Refund Request Form](#) and submitted to Dovidia Academy via email.

Refund requests will consider payments made in installments accordingly.

Please refer to our Fees, Cancellations and Refund Policy and Procedure for more information.

Access and Equity

Access and Equity policies are incorporated into operational procedures throughout the Dovidia workplace and within the Dovidia Academy's RTO practices. Dovidia Academy prohibits discrimination towards any group or individuals in any form, inclusive of:

- gender,
- sexuality,

- race,
- nationality,
- ethnic background,
- age,
- marital status,
- religion,
- pregnancy,
- political convictions,
- physical disability or
- intellectual impairment
- employment status

Dovida Academy encourages learners with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses. This reflects the profile of our diverse client base. Programs are designed and wherever possible, facilities are set up to enhance flexibility of delivery to maximise the opportunity for access and participation by disadvantaged people. Please refer to Dovida Academy's Access and Equity Policy and Procedure and Learner Support and Wellbeing Policy and Procedure for more information.

All learners / candidates have the right to object to discrimination, harassment or bullying in any form, and to complain when such actions take place as per the Feedback, Complaints and Appeals Policy and Procedures. This will not limit a candidate to take any legal action under Australian law.

Other Course Pathways

Credit Transfer

Recognition of qualifications issued by other Registered Training Organisations is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment may provide part credit of a Qualification based on the units / modules already held by the learner. It is mandatory that RTOs accept the Qualifications and Statement of Attainments issued by other RTOs for equivalence consideration.

Recognition of Qualifications issued by other Registered Training Organisations does have a limited lifespan. If the Qualification / Statement of Attainment is currently listed on www.training.gov.au and is still a component of a Qualification that the learner wishes to undertake, credit must be given. If the Qualification / Statement of Attainment held by the learner has been superseded and is no longer on www.training.gov.au or is not an equivalent unit version required by the Qualification into which the learner wished to enroll, this policy does not apply.

In such situations, Recognition of Prior Learning would be the appropriate way to proceed.

Recognition of Prior Learning (RPL)

RPL allows candidates to gain recognition for all, or part of a qualification based on their existing skills and knowledge. The learning outcomes of each unit serve as benchmarks for RPL assessment. Candidates may achieve full recognition for the qualification or partial recognition for the units they can adequately demonstrate competency in.

Learners are offered the opportunity to apply for RPL either before or during their enrolment in an Dovida Academy qualification or course. Throughout the RPL process,

candidates will receive dedicated support from our team of assessors based at our Head Office.

The RPL process has a maximum duration of **six (6) months**. You are encouraged to progressively upload your evidence each month to stay on track. Your RPL Assessor will provide guidance, and feedback will be provided as each item is submitted.

RPL assessment will only commence once payment has been received. Extensions may be granted in line with the Extension Procedure, but approval is at the discretion of the RTO Manager.

Gap Training

If additional training is required to achieve a full qualification, Dovidia Academy will facilitate enrolment into the appropriate training pathway for the remaining units, ensuring candidates can complete the qualification they aspire to achieve.

Course Learning & Assessment Overview

In line with competency-based training methodology, assessments will be progressive, with an emphasis on demonstrating competence and practical application of skills and knowledge. How learners will be assessed and what the assessor will be looking for will be made clear to learners at the beginning of each unit. Assessment due dates are communicated by the training plan and trainer where required. The course will combine online study, knowledge tests and practical training workshops with workplace experience, competency conversations and reflections which take place during each cluster.

Learners are required to complete all assessments before the due date agreed with their Trainer/Assessor as per their training plan. The Dovidia working environment has all the facilities and equipment needed to facilitate the different forms of assessment required. Should a learner not be able to meet a deadline or should they have any other support requirements, these can be discussed with their Trainer/Assessor.

Learners are allowed up to three attempts to successfully complete each assessment task. If you do not submit by the due date, your task may be marked as Not Yet Satisfactory (NYS), and that attempt will count toward your three allowed attempts. You will then have 14 calendar days to resubmit as with all resubmissions.

If you do not pass after three attempts, you will be required to repeat the unit or cluster, which may delay your course progress and may incur additional fees.

Extensions

If you are unable to submit by the due date due to illness, personal hardship or exceptional circumstances, you can apply for an extension using the official Extension Request by emailing academy@dovidia.com.au.

You must provide evidence, such as a medical certificate or a signed letter from a support service. Extensions must be approved by the RTO Manager before the due date. Requests made after the due date may not be granted.

Learners are encouraged to review the Assessment Policy and Procedure along with all out documents in aXcelerate for full information.

Learning Wellbeing and Support

Dovida Academy is committed to ensuring the learner receives quality training, assessment, wellbeing and support services that meet the learners' individual needs. To achieve this, we need to be kept informed of what a learner may have.

If at any point throughout the course, a learner requires assistance or support, it must be discussed with the Dovida Academy team, and we will do our best to help. If a learner has any special needs, including language and literacy, learning, digital and technology help, disability or ongoing illness, the learner must notify us preferably at the start of the course, to allow us to cater for all needs. If a learner does not tell us about any condition that may affect their learning, we may not be able to assist if or when the need arises.

Additionally, Dovida Academy conducts Wellbeing and Support Surveys at two strategic intervals during the learners training program, initially at the two-month mark and again at the halfway point. All results are addressed immediately by the Program Co-ordinator and data is analysed in the trainer and management meetings.

Note that any information told to us in relation to learner needs will remain confidential and only used to support the learner.

Please refer to our Learner Support Contacts – Information sheet for all contact information. For more information, please refer to our Learner Support and Wellbeing Policy and Procedure.

Learner Reasonable Adjustment

Reasonable adjustment is a term used to refer to any modification made to the learning environment, training delivery or assessment method to help learners with disability, support needs or ongoing health to access and participate in education and training on the same basis as those without.

This may include:

- ensure that course activities are sufficiently flexible.
- Providing additional support where necessary; and
- Offering a reasonable substitute within the context of the course where a learner cannot participate.

Options may include:

- Assistance with the enrolment process
- Assistance when applying for RPL or Credit Transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any Reasonable Adjustments need to be applied to suit the candidate context
- Briefings on the assessment process may be written or verbal. If verbal, must be able to be looked up in writing
- Provision or access to assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment (i.e. change of study to support learner with a bad back)
- Referral to Language, Literacy and Numeracy and Digital Literacy assistance
- Mentoring / 1:1 Coaching
- Referral to counselling services
- Grievance / conflict resolution

- Stress / Time Management
- Access and equity issues
- Learner welfare and support
- Conflicts with learning group or cohort

Learners can find recordings of how to access these and all our support services in the videos in our Learner Portal or by reaching out to our Trainer/Assessors or Program Co-ordinator.

Learners will have access to our Managing Personal Wellbeing and Stress During Study and our Study Planner – online tutorials, located in aXcelerate with our additional support resources to help learners navigate the learning platforms, software and assessment requirements.

Additional support considerations for neurodiverse learners, including those with invisible disabilities such as ASD and ADHD, and CALD learners, include:

- Use of specialised learning strategies and resources tailored to the needs of neurodiverse learners.
- Cultural competency training for staff to better support CALD learners.
- Integration of Indigenous perspectives and two-way learning methodologies into the curriculum.

All learners accessing additional support considerations will be placed on an Individual Support Plan which will be monitored by the Program Co-ordinator.

Please refer to our Learner Support and Wellbeing Policy & Procedure and our Access and Equity Policy and Procedure for more information.

Other Support Services

Dovida Academy is at all times concerned for the welfare of its learners. If you are experiencing difficulties and / or require counselling or personal support, you have full access to the Dovida Employee Assistance Program (EAP). Or there are also several professional external organisations well equipped to offer services to help. Included in our list are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

For more information on our Wellbeing and Support Services, please ask our Program Co-ordinator or access our External Support Register in aXcelerate.

Competency Based Training & Assessment

Competency Based Training (CBT) and Competency Base Assessment (CBA) is an approach to learning that focuses on allowing you as the learner to embed your learning activities within your day-to-day work practices and then provide evidence that you hold the skills and knowledge confirming your work-readiness for specific workplace roles, such as that of a Dovida Caregiver. CBA involves the collection of evidence that you hold the required knowledge and skills and is guided by each Unit of Competency and the quality standards determined by the aged and community care industry, and Dovida client care requirements.

If your collection of assessment evidence does not satisfactorily demonstrate you hold these skills and knowledge you will be marked as 'Not Yet Competent' while successful performance will result in the learner being deemed 'Competent'. Your Trainer/Assessors will base this decision on criteria (i.e. standards expected) and these will be discussed with you during your training program.

Learners will be notified of assessment results by your Trainer/Assessor at the end of each Cluster through the aXcelerate system. Results can then be discussed over the telephone or by email if further clarification is needed.

Learners have the full right to access their records after proof of identification is provided. Such requests may be required to be made in writing to your Trainer/Assessor.

Feedback, Complaints and Appeals

Learners may appeal against a result shown on their learner record / assessment.

All feedback, complaints and appeals are taken seriously, and the findings incorporated into procedures as appropriate.

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

1. In the first instance, the learner should discuss the issue / complaint with the person involved to try and resolve it verbally
2. If no resolution is reached, the learner should discuss the issue / complaint with their Trainer/Assessor to see if it can be resolved
3. If there is still no resolution the learner should put the following information relating to the complaint or appeal in writing to the RTO Manager:
 - Description of the complaint or appeal
 - State whether they wish to formally present their case
 - Prior steps taken by the learner to show how they have tried to address their complaint; and
 - What would like to happen to fix the problem and prevent it from happening again.
4. The learner brings the complaint or appeal to the attention of the RTO Manager within seven (7) days of the issue taking place
5. Where a complaint or appeal has been lodged in writing to the RTO Manager, the RTO Manager will respond within seven (7) days
6. Should the issue still not be resolved to the learner's satisfaction, Dovidia Academy will arrange for an independent external person to mediate the issue. The learner will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the fourteen (14) day period
8. If the learner is still not satisfied with external mediation, they may take their complaint to Australian Skills Quality Authority (ASQA)

Complaints: <https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/complaints-about-training-providers>

AQSA Info Line: 13 38 73

Email: <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-complaints-hotline-complaints-form>

9. All documentation relating to feedback, complaints or appeals will be archived for audit purposes.

Dovida Academy RTO Manager will be responsible for the implementation and maintenance of the policy.

Learner Code of Conduct

As a responsible member of the Vocational Education and Training (VET) community, Dovida Academy follows a Code of Conduct which outlines how learners can expect the Organisation and our staff to behave. Similarly, Dovida Academy has expectations for learner behaviour. These are outlined in this section.

Learner Agreement to Comply

In receiving this Learner Handbook, learners are by fault participating in a Learner Agreement being:

'I hereby agree that I have been made aware of the 'Learner Handbook' and by receiving this document I agree to always abide by the contents available electronically.

Punctuality

Learners are expected to be punctual and ready to commence workshop activities on time.

Food and Drinks

Learners are not allowed to consume food and drinks during workshop activities.

Dress Standards

Learners are expected to dress appropriately for the nature of your training and aligned with your Dovida role. Appropriate personal protective equipment (PPE) and specialised equipment for your training will be provided by Dovida.

Smoking, Drugs & Alcohol

Dovida Academy prohibits smoking in all buildings and within 5 metres of the front door. The consumption of alcohol or use of illegal drugs is also prohibited. Any incidents where learners are suspected of being under the influence of drugs or alcohol will result in exclusion from training and will be reported to your manager.

Behaviour

Learners are required to always conduct themselves professionally, to comply with the generally accepted standards of moral behaviour and decency.

Learners are to never criticise, condemn or otherwise denigrate Dovida, Dovida Academy, its staff, trainers/assessors, or fellow learners.

As a courtesy to other learners and the trainer/assessor you will be asked to turn your

mobile phones silent for the duration of any classroom-based workshops, group activities or simulations.

Misconduct

Dovida Academy expects learners enrolled in all courses to behave in a professional and dignified manner regarding fellow learners and trainers/assessors.

Learner behaviour obligations:

- Learners will respect others and treat those involved in training and assessment fairly and without discrimination, regardless of religion, culture, racial and sexual difference, age, disability or social –economic status.
- Learners will not engage in any acts or behaviours which intimidate others involved in the training and assessment process, whether such intimidation is intentional or unintentional.
- Learners will respect the personal property of others and the property of Dovida Academy from damage or misuse (this includes copyright infringements, intellectual property laws, cheating, and plagiarism).
- Learners will ensure that all equipment used in simulated practical assessments is treated with respect, and any damage is reported immediately to the office.
- Learners will follow the reasonable direction of Dovida Academy staff in relation to all aspects of their training and assessment.

We refer to any complaints regarding our Feedback, Complaints and Appeals Policy and Procedure.

The RTO Manager reserves the right to remove any disruptive learner/s from any session and will reschedule the learning session for this learner at another time.

Academic Integrity

Academic Integrity is:

'The expectation that teachers, Learners, researchers and all members of the academic community act with honesty, trust, fairness, respect and responsibility.'

Breaching academic integrity is also known as 'academic misconduct' or 'academic dishonesty'.

We see this as 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.

One of the core functions of Dovida Academy is to develop the learner's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the learner's considerations of the task or workplace requirement.

Dovida Academy acknowledges that to develop this ability, the learner will study the work of others via issued textbooks, learning material, or through their own research. However, it is important that learners in their learning acknowledge, through appropriate reference, earlier work from which they have drawn information.

Learners will be issued with our **AI Learner Information Sheet** via email upon

enrolment. This sheet details where and how to document the use of artificial intelligence in learning and assessment. This sheet is also available in aXcelerate.

Referencing

Referencing demonstrates that the learner has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a learner's work not being accepted.

In the case of suspected plagiarism, Dovid Academy trainer/assessors will report the incident to the Program Co-ordinator or RTO Manager. Program Co-ordinator/RTO Manager, in consultation with the Dovid Academy trainer/assessor, will determine if the plagiarism has resulted from poor academic practice or was intentional. Please refer to Dovid Academy's Academic Integrity Policy and Procedure.

Disciplinary Procedures

For non-compliance with the Learner Code of Conduct the following procedure will be followed:

Step One

A member of the Dovid Academy staff will contact learners in the first instance to discuss the issue or behaviour and to determine how the issue may be rectified. This discussion and its outcomes will be documented and included in the learners' training file.

Step Two

Should the issue or behaviours continue, the learner will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of the warning will be included in the learner's training file.

Step Three

One of these stages in the procedure has been followed. Should the issue or behaviours continue, education services will be withdrawn, and the learner will be notified in writing that their enrolment has been terminated (without refund). Learners can access the Feedback, Complaint, and Appeals process at any stage of this procedure.

Issuing Certificates

Upon successful completion of your course and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements of each cluster and full payment has been made. This meets the compliance requirements as set out for Dovid Academy and other RTOs under the Standards for RTOs 2015.

If for some reason Dovid Academy ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to the learner for the units within the qualification for which they have successfully met the requirements and found competent.

Legislation We All Abide By

Administrative Contacts

Occasionally learners may need to consult with the Trainer/Assessor and or the RTO Manager with comments, questions, suggestions, or other matters. The Trainer/Assessor can often assist with any individual subject problems a learner may encounter but can only comment on his / her subject not on other subjects.

The following suggestions may also be of assistance to you. Read all the following information contained in this book thoroughly. If the required information is not found further in the "Learner Handbook" refer the question to an RTO Team Member for further escalation.

As a Registered Training Organisation (RTO), Dovida Academy is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025.

Additionally, Dovida Academy abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

Commonwealth Legislation:

- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992.

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Work Health and Safety Act and Regulations 2011
- Electrical Safety Act 2002 and Regulations 2013.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector.

Aged Care Quality and Safety Commission Legislation:

- Aged Care Act 2024
- Aged Care Quality and Safety Commission Act 2018
- Aged Care Quality and Safety Commission Rules 2018 (Rules).

Privacy

Dovida Academy strongly supports the privacy and confidentiality of its learners. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We collect personal information through your enrolment process from you for purposes including:

- to carry out our functions as a Registered Training Organisation (RTO)
- to enable us to provide our products and services to you, or provide information to third parties to enable them to send you information, offers and promotions about education related products and services that you have consented to receive
- to administer our database of personal information to develop new products and services; to improve the quality and quantity of information on our websites
- for statistical and marketing analysis and analytics.

Personal information we collect, and hold may include, but is not limited to:

- name, gender and date of birth
- personal and emergency contact details (including address, email address, phone numbers)
- Unique Learner Identifier (USI) number
- education and training history
- citizenship
- language
- Reasons for study
- passport number
- Medicare number
- employment status
- work history.

Sensitive personal information that you may consent to provide, or which we may be required to collect by law could include:

- Racial or ethnic origin
- language and literacy and numeracy needs
- criminal record
- if you are receiving any Centrelink benefits
- health information
- visa and immigration information and status.

Where we are required to collect sensitive information, we will only do so with your consent (as received during enrolment), and we will only use it for the purposes for which you provided it.

Learner information can be stored electronically in secure storage facilities that are managed either by us or via our online Learning Management Systems. Where information held by us is no longer required to be held, we will de-identify or destroy such personal information.

By providing personal information to any staff member of Dovidia Academy, learners agree to all other authorised Dovidia Academy staff members accessing and using that personal information for us to provide our products and services.

We may also disclose personal information to third parties, if appropriate, who provide services on our behalf or where required or authorised by relevant laws and policies to Australian federal and state government agencies and authorities including funding schemes and training programs that we participate. Our third parties are required to protect the learner's personal information in the same way that we must.

We have agreements in place with our service providers, external agencies, and with staff who handle the personal information that we provide to them.

A Learner's personal information will not be otherwise disclosed without consent unless required or authorised by law or the APPs.

We will make personal information that we hold about learners available for inspection upon learners' request. There is no charge for learners to access personal information that we hold, but we may charge a fee to make a copy. Learners may contact the RTO Manager for information on how to access personal information.

If learners consider personal information, we hold it to be incorrect, incomplete, out of date or misleading; they can request that the information be amended by contacting the RTO Manager.

Workplace Health & Safety

Dovida Academy realises its responsibilities to learners, Trainers and Training Manager / Director, to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Occupational Health and Safety standards and procedures.

Any accidents occurring on Dovida Academy's premises must be reported immediately to the Trainer / Training Manager.

Emergency evacuation posters are displayed around the premises, and this will be noted during the Course Induction. Learners are asked to sign the attendance book at Reception when entering the premises and this will be used to account for all people in case of an emergency evacuation.

First aid kits are in the building.

Sexual Harassment

Sexual harassment is any form of unwelcome conduct of a sexual nature in relation to you. For example, when someone:

- Physically touches you on purpose or against your will
- Make sexual or suggestive comments, jokes or taunts
- Comments or makes requests for sexual activities; and / or
- Displays inappropriate sexual material.

Dovida Academy does not tolerate any form of sexual harassment. All feedback, complaints and appeals are taken seriously, and their findings are incorporated into procedures as appropriate. Should a learner have a complaint or appeal, the feedback, complaints, and appeal process should be followed.

Learner Feedback

Dovida Academy is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from learners regarding their experiences while enrolled in their course. We welcome feedback at any time but may also specifically ask for it at the completion of your course.

At a later stage, the learner shall receive a 'Learner Engagement Satisfaction Survey' and your Dovida office may receive an 'Employer Satisfaction Survey' requesting feedback and outcomes from the training. Under the Australian Skills Quality Authority (ASQA), Dovida Academy is required to collate the data from the learner and client surveys and report annually to ASQA. Please spend a few moments completing the

survey.

Pandemic Preparedness

Dovida Academy's main priority is the safety and well-being of our staff and learners. In responses to the global outbreak of a pandemic (like COVID-19), Dovida Academy and the Dovida office network have put in place a range of proactive measures to help reduce the spread of a pandemic and provide business continuity to our clients / learners.

At course commencement, learner safety in the Dovida workplace will be discussed e.g. confirming you have not recently returned from overseas or interstate travel; have not been in contact with a suspected or confirmed infected case; do not have flu-like symptoms; have not been directed to isolate or quarantine; and do not live with someone who has been directed to isolate or quarantine due to the pandemic.

Dovida Academy will ensure classrooms are of an appropriate size to ensure learners can maintain social distancing guidelines as recommended within State Government guidelines. We will also continue to monitor the ever-changing situation to ensure we are following public health directions and pandemic management policies.

Contact

Learners are encouraged to access Dovida Academy's complete Policies and Procedures in aXcelerate for full understanding.

For more information about anything contained in this Learner Handbook or any other question regarding our courses, please get in touch with our Program Co-ordinator:

Kate Lewis
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kate.lewis@dovida.com.au