

# STUDENT HANDBOOK

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## Welcome to Dovaston Training and Assessment Centre

Dovaston Training and Assessment Centre (Dovaston) has provided training and assessment services to the Northern Territory including Darwin, regional centres and many remote communities since April 1995. As a Registered Training Organisation (National# 1886), Dovaston meets all the requirements of the Australian Quality Training Framework.

Our training and assessment services cover a number of disciplines including:

- Business Services - Administration, Frontline Management, Governance, Human Resource Management, Training and Assessment
- Community Services - Aged Care Work, Children's Services, Disability Work
- Financial Services - Accounts Clerical, Credit Management/Mercantile Agents,
- Health Training Package - Patient/Client Care

Dovaston has a strong commitment to outcomes-based training, not training for training's sake. We embrace the life long learning philosophy and encourage our students to think likewise. Wherever possible, we use competency-based training that is resulted in a nationally recognised Qualification or Statement of Attainment.

We strive to make the students' learning experiences as enjoyable as possible, and encourage students to come to our training centre and work on their assignments. We have computers for students' use, but we ask that you ring and book ahead.

Many of our students complete qualifications through the New Apprenticeships pathway. It is not unusual for our Apprentices to be classified as mature aged. If you are training under the New Apprenticeships program we invite you to come to our study centre at least once a month, where you have access to trainers. Of course, even if you are unable to come to our training centre, help with assignments is only a phone call or email away, trainers and assessors are available between 8.30 and 5.00 - Monday to Friday.

Our qualified and experienced staff design and deliver specific training and assessment to meet individual client needs. We understand students have different learning styles, needs, previous vocational experience and expectations. For this reason, wherever possible, we use a broad range of learning strategies, including:

- Customising learning resources to suit individuals
- Conducting workshops and training sessions at times that suit students and employers
- Videos and interactive CDs
- Designing in-house programs for specific workplaces
- Incorporating "real" workplace projects as part of assessment for nationally recognised training
- Telephone and email support
- A library with extensive resources and internet access
- Employing experienced and culturally conscious trainers

All learners are supported with coaching and mentoring. If you are experiencing difficulties with any part of your course, you should contact your course coordinator without delay. This is your learning, your life.

We hope your time spent learning with Dovaston is an enjoyable one and we would like to wish you every success with your studies. Please remember if you have any problems at all - we are here to help you resolve them.

**Shirli Dovaston, Director**

## Our Philosophy

Dovaston is a customer-focused organisation that continuously strives to meet and indeed exceed client needs and expectations. We view our stakeholders as the sole reason for our existence.

## Our Vision

*"To be the training provider who sets the standards others are measured against"*

## Our Mission Statement

Dovaston is totally dedicated to providing quality training programs that meet our clients' needs.

We will achieve this by:

- Listening to our clients to establish their needs
- Providing only the services our clients want at the most reasonable rate
- Keeping our knowledge and skills up-to-date
- Implementing quality strategies to ensure continuous improvement

## Our Values

- We have a high degree of credibility and integrity, and we value that fiercely
- We strive to provide an environment rich in learning opportunities
- We value diversity in the community and appreciate the uniqueness of each individual
- We strive to get things right the first time, and is of great importance to us is that we are given the opportunity to fix what we don't

## Access and Equity

Dovaston demonstrates its commitment to Access and Equity by:

- Actively encouraging all students into training
- Recruiting students according to a fair and non-discriminatory process
- Making training relevant for a diverse student population
- Providing suitable access to facilities and resources
- Providing appropriate support services (both internal and external)
- Raising staff and student awareness of equity issues
- Providing flexible learning and assessment procedures

Dovaston provides a learning environment free from harassment, bullying or discrimination of any kind. If you feel you have been discriminated against, you are encouraged to contact the Director immediately.

## Enrolment

All applicants will be required to complete an enrolment form prior to enrolling in our programs. If you are a previous Dovaston student, a new enrolment form will be required, however you will retain your Student ID number.

For New Apprentices, a Training Schedule will also need to be completed.

For people completing qualifications other than the New Apprenticeships scheme, a Schedule of Units form is to be completed, this will be supplied with the enrolment form.

## Student welfare and support

Dovaston provides support and appropriate assessment strategies for those students who may have a disability or learning difficulty (including difficulties with language, literacy or numeracy).

We acknowledge that sometimes students go through tough times in their lives. It is important that you notify your training coordinator if you are experiencing difficult circumstances that will affect your studies, and wherever possible Dovaston will provide guidance and support to ensure your studies aren't jeopardised.

## Complaints and appeals

We are committed to maintaining a fair and equitable learning environment. If you have a complaint, for example if you are not satisfied with your assessment result, we encourage you in the first instance to notify the course coordinator in writing. The course coordinator will evaluate and reassess the result, seek input from other qualified colleagues and then notify you of the outcome. If you are still dissatisfied, the course coordinator can guide you through a formal appeals process. If you are still unhappy with the result please contact the Director who may call in independent, qualified persons to mediate in the matter.

## Access to records

Students can access their records by contacting their Course Coordinator

## Privacy

Dovaston maintains confidentiality of student records in accordance with requirements set down in the 1988 Privacy Act

## Dovaston Code of Conduct

We will:

1. Build and maintain an atmosphere of trust and respect by accepting everyone's right to differing points of view.
2. Abide by, and contribute to, the development of laws, policies and guidelines that relate to our industry and the environment.
3. Not discriminate on the grounds of age, impairment, gender, sexual preferences, marital status, physical features, political or religious beliefs.
4. Acknowledge the individuality of each student and the significance of their culture, customs, languages and beliefs.
5. Acknowledge the unique potential of each student.
6. Encourage excellence in performance in everything we do.
7. Acknowledge student's right to access flexible learning programs and encourage them to be responsible for their own learning.
8. Create and maintain a safe and healthy learning environment and foster initiative, curiosity and interest.
9. Maintain confidentiality and privacy at all times.
10. Strive to continually provide appropriate learning programs based on the interests and needs of students.

## Student regulations

Whilst we will do everything we can to make your learning experience enjoyable and non-threatening, we do expect our students to follow instructions from time to time.

Dovaston expects that you will at all times:

- Be respectful of other students and Dovaston staff
- Abide by policy and legislation relevant to your work and training, including but not limited to *Work Health Act*, *Work Health Regulations* and *Anti Discrimination Act*. Further information can be found on our website. Current information on Northern Territory legislation can be found on the following website <[www.nt.gov.au/dcm/legislation/current.html](http://www.nt.gov.au/dcm/legislation/current.html)>.
- Hand in your work on time. Where a training plan or learning contract has been developed and submission deadlines are set, we will allow a deadline to be extended by special circumstances on two occasions only. We will attempt to resolve any issues (where appropriate) with the workplace, but your continual enrolment may be in jeopardy if you do not hand in your set work on time.
- Respond when we try to contact you. Where we have attempted to contact students on at least 3 occasions and no contact is made from students for a period of six months, we will assume studies have been abandoned and we will issue appropriate credentials prior to closing the file. If students wish to re-enrol at a later date, additional fees (relevant at the time of re-enrolment) will apply.
- If you are having difficulties and need questions clarified, please contact your course coordinator, they are there to help you

If a student fails to adhere to our policies, procedures and instructions, we reserve the right to cancel their enrolment (without a refund of fees).

## Recognition of Prior Learning (RPL)

### What is RPL?

RPL is an integral part of the competency based approach to Vocational Education and Training adopted under the National Training Reform Agenda.

RPL is simply a process of formally recognising the skills and assessing the competencies people have already achieved either through formal or informal training, work or life experience. In other words, RPL involves matching what a person already knows against Units and Elements of Competence.

### How is RPL different from credit transfer?

Credit transfer is granted when you have already been certified competent in a particular unit. For example, you may have studied but not completed a course. In this case a credit transfer is given for the units you have already completed if they are part of your new course.

### RPL can:

- ✓ Assist identification of current competencies which may be pre-requisites for further study
- ✓ Build confidence and self esteem
- ✓ Help gain qualifications without attending classes
- ✓ Shorten the time required to complete formal qualifications
- ✓ Be used to provide recognition for a complete qualification
- ✓ Prepare for change in the workplace
- ✓ Assist with award classifications, salary levels and promotion
- ✓ Be the trigger to encourage further study
- ✓ Help avoid having to learn the same skill twice

## Recognition of Qualifications issued by other RTOs

Dovaston recognises Qualifications and Statements of Attainments issued by other Registered Training Organisations. If you have studied previously and have credentials showing successful completion, we recognise those attainments and, where applicable and appropriate, we will facilitate either a 'Credit Transfer' or 'Recognition of Prior Learning' for your current qualification.

## Assessment

Assessments will be conducted for all units - either as a combination of workbooks or assignments, workplace projects, attendance at workshops or RPL - in addition to confirmation from your supervisor that you are applying the competencies in the workplace. Usually the Third Party Evidence Report from your supervisor is the last stage of assessment. When it is received, your trainer will notify you that a particular unit is complete

## Written assignments

To help us with assessing your work in a timely manner, the following points are helpful.

- All work submitted needs to have an assignment cover sheet attached and it assists us if you do NOT put it in a presentation folder
- Ensure your name and the title of the unit is marked clearly on your work preferably on all pages of your assignment
- Note the date your work was submitted and the date the assignment was due
- Ensure you mark clearly which questions have been answered
- You must answer all assignment questions (There are exceptions and on occasions your trainer will advise you to answer only certain specific questions)
- Incomplete work will be returned for resubmission
- If posting assignments be sure to use our postal address (GPO Box 1572) NOT our street address.
- It rarely happens, but in case your assignment gets lost in the post, it is your responsibility to keep a copy. If assignments are lost, and you have not kept a copy, you are expected to repeat the unit.

We endeavour to mark assignments as soon as they are received. We will return your original work and make written comments on an assignment cover sheet. If you have questions regarding your work, please contact your Course Coordinator. If your work is marked RESUBMIT, you are required to resubmit your assignment within fourteen days.

### Extensions for projects or assignments

DTAC understands that there may be occasions where other commitments make it difficult for you to meet an agreed date for submission of work. In these circumstances you will be required to apply in writing for an extension.

Assignments that are not submitted by the due date will be considered as late. After TWO late submissions, meetings will be arranged with your supervisor (and the New Apprenticeships Centre if necessary) to discuss your future training options.

### Plagiarism

We expect students to take an honest and professional approach to their studies. It is acceptable to work in pairs or groups, however you need to cite that on your submission. If assignments are based on textbooks, you need to write responses IN YOUR OWN WORDS. Copying directly from the text is illegal unless you acknowledge the source, (eg Author, title, page number).

Evidence showing submitted work is not your own, may result in suspension from training.

### Confidentiality in assignment submissions

When completing written assignments or providing workplace evidence based on actual people and incidents, it is essential that you maintain confidentiality. Talk to your course coordinator

Work will be handed back to you for re-submission if it contains breaches of confidentiality. A copy of your completed work is kept in your file and will only be reviewed for auditing purposes.

## Contact details

Telephone: (08) 8941 8811

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Facsimile: (08) 8941 8822

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Email: [learn@dovaston.com.au](mailto:learn@dovaston.com.au)

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Website: [www.dovaston.com.au](http://www.dovaston.com.au)

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Address: Unit 4, 4 Shepherd Street, DARWIN, Northern Territory

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Postal Address: GPO Box 1572, DARWIN, Northern Territory, 0801

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