



DSM

DENTOS
SCHOOL OF
MANAGEMENT



HANDBOOK FOR STUDENTS – Southport Campus

**Important Student Information
Please Read Carefully**

Welcome
to
Dentos School of Management

We trust you will find your time with us very rewarding and productive, and that you will enjoy the challenge of your studies.

As part of your induction program with us, you will be provided some important information and you can refer to this handbook which is designed to assist you in your time here with us at Dentos School of Management.

Dentos School of Management maintains up to date and adequate insurance cover for the premises and facilities, as well as appropriate Workers Compensation and Public Liability Insurance. We comply with all relevant local, state and federal government regulations covering this type of organisation.

We are expected to maintain the highest ethical standards in marketing, advertising, administration and delivery of courses. We take great pride in our reputation and assure our students of our commitment to these standards.

Please feel free to speak to our dedicated staff members at any time to clarify any issues or queries you might have about the school or your studies.

Yours sincerely,

Rhona McKay
Head of School
Dentos School of Management

Dentos Pty Ltd t/as
Dentos School of Management

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This Student Handbook relates to various DSM qualifications being delivered by GeSS Education at their Gold Coast Campus on behalf of DSM, under a Third-Party Agreement. The Gold Coast campus is located on Level 8, Australia Fair, in the heart of Southport CBD looking out towards the Broadwater Parklands and Marina Mirage. The campus is a 5 minutes' walk to all conveniences; tram, major shopping outlets, movie cinemas, Southport Central and many accommodation choices to choose from. GeSS Education abide by all the policies, terms and conditions as set out in this Dentos School of Management (DSM) Student Handbook.

CODE OF CONDUCT

DSM, when offering courses to international students, is bound by the ESOS Act 2000, ESOS Regulations 2001 and Education (Overseas Student) Regulations 1998 (Qld) and complies with the provisions of the National Code of Practice 2018.

DSM seeks to create an environment where all persons are treated equitably and with respect, where person's rights are respected and where staff and student efforts are encouraged, and their achievements given due recognition.

Staff and students should treat each other with respect. This involves:

- Courtesy and responsibility
- Avoiding unfair discrimination on grounds such as race, gender, national origin, sexual orientation, disability or religion
- Avoiding behaviour which might reasonably be perceived as harassing, bullying or intimidating
- Respecting the rights and property of others

Students and staff are expected to carry out their duties in a professional, responsible and continuous manner and are to be accountable for their conduct and decisions.

Everyone has a duty to take reasonable care to avoid causing harm (including physical harm) to anyone. Thus, staff and students should actively promote safe working practices and environments for everyone using school facilities.

All training material and handouts are the copyright of Dentos School of Management and cannot be copied for distribution to other parties.

Staff and students may not remove company equipment/material from the campus, except where this is necessary for use by the staff and students for school purposes and where they have appropriate permission.

All property of DSM is to remain the property of DSM.

The Head of School and Staff do not ever expect to discipline students who are undertaking a course. Misconduct is defined as relating to a student who, without reasonable cause, deliberately behaves in any of the following ways:

- Cheating or plagiarism,

- Breaches any DSM rule or instruction or fails to comply with the lawful direction.
- Acts or omits to act in a manner that may endanger the safety or health of another person.
- Unlawfully attempts to, or assaults, or causes a person to hold a reasonable fear for his or her safety or well-being;
- Significantly impairs the ability of a person to participate in any legitimate DSM activity.
- Acts in a manner that disrupts the peace and good order of DSM or brings it into disrepute.
- Divulges confidential information relating to an DSM matter.
- Causes damage to, or loss of property of DSM
- Makes a false representation regarding him or her as an DSM student
- Abuses, harasses, bullies, intimidates or threatens DSM students (including sexual harassment)
- Breaches DSM policy, including intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards; and/or
- Breaches any Act of the Commonwealth or State to which DSM is subject, while at DSM or its premises (including any criminal actions and racial discrimination).

Students who continually commit minor acts of misconduct or commit an act of serious misconduct must show cause as to why they should not be dismissed from their course of studies. The decision of the Head of School is final, and no further correspondence will be entered into.

- Matters of student misconduct will be treated in a conciliatory manner. Individual circumstances, including extenuating factors, which may affect any individual's behaviour, will be taken into account.
- Staff will make every reasonable attempt to assist students in difficulties. Students should be encouraged to change their behaviour rather than be threatened with disciplinary action.
- Confidentiality is important in order to protect the rights of those involved and to minimize the likelihood of legal action for defamation.
- Where misconduct is assessed as a criminal offence, the appropriate authorities (i.e. Police) may be contacted. The appropriate authority will institute its own procedures regarding action to be taken.
- The organization is aware of issues such as civil liberties and personal freedom

We recognize that students do have the right of appeal where serious penalties have been imposed. Students may seek assistance from the appropriate state/territory authorities when appealing a decision under these procedures.

HOUSE RULES

1. **Filming in Class and Social Media**

DSM acknowledges that some students like to use their mobile phones to record trainers demonstrating various routines and techniques. Students must ensure however that before they commence filming, they get permission from the trainer and also from the person on whom the routine/techniques are being demonstrated. Under no circumstances are these recordings to be placed on any form of social media or distributed to a 3rd party.

2. Bikes are not allowed in the school premises, Bike racks are provided at the front of the building
3. Mobile phones must be switched off during class times.

4. Eating and drinking during class times is prohibited
5. Photocopies are available from reception for a nominal fee
6. Books that are borrowed from the school library must be recorded at the reception and duly returned within the agreed time
7. DSM is a smoke free zone.
8. General hygiene is expected from everyone
9. Smart casual dress code is requested
10. Under no circumstances are students allowed behind the reception desk or in the staff room.
11. Please use the waste bins provided.
12. With the exception of the student lunchroom, **English** is to be spoken **at all times** while on campus at DSM.

DENTOS SCHOOL OF MANAGEMENT'S COMMITMENT

DSM will provide the highest standards of services. This means that the trainers conducting our courses have appropriate qualifications, current industry experience and ability to satisfy recognised professional industry performance standards.

We will provide a suitable learning environment and will provide high quality courses using proven training methods and the most up-to-date information based on current research.

Support services are available in the form of tutorial assistance and telephone advice throughout a course to enable students to overcome problems with putting the training into practice. The Head of School and the office manager are always available for help with your studies.

The Head of School will be accessible for any complaints or questions that may arise from either equity or accessibility issues.

Continuous feedback is obtained from you to ensure that we are meeting your needs. Training methods are reviewed continuously to maintain improvement.

If you know of any impediment – physical, emotional or intellectual – that may affect your learning, please advise us on enrolment so we can arrange special learning and assessment methods to meet your needs.

The management of DSM reserves the right to refuse enrolment if there is reason to believe that the student's educational experience or other capabilities are insufficient for this course of study.

ACCESS AND EQUITY

DSM is committed to providing opportunities for all people, regardless of their background. We support Government policy initiatives and provide access opportunities whenever we can or seek assistance for participants from relevant agency or departments.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

DSM is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation. Equal opportunity is demonstrated whereby staff and students are not discriminated on the basis of race, sex, age, disability, sexuality, marital status. Students who need specialised assistance unavailable internally will be referred to external organisations appropriate to their needs.

PRIVACY AND ACCESS RECORDS

DSM abides by the principles of the Privacy Act, however the organisation may be required to provide student contact details to State or Federal authorised personnel for the purpose of audit or upholding the law. Where a student confides in a staff member, the information should not be discussed with or revealed to others, except where this is necessary to take action or decisions concerning the student who has provided the information.

Student's records are kept in a secure location access to files is restricted to Management and Administration. Students can request to view their files at any time in the company of one of the above members of staff.

INTERNATIONAL STUDENT

OVERSEAS AGENTS

DSM will not accept overseas students recruited by an agent or authorize an agent to use Provider Registration and International Students Management Systems (PRISMS) on their behalf, if they suspect the agent of using dishonest practices. These would include:

- Suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study.
- Facilitating the enrolment of overseas students who do not comply with the conditions of their student visas.
- Engaging in false or misleading advertising and recruitment practices.
- Using PRISMS to create Electronic Confirmation of Enrolment (eCoEs) for other than bona fide students.

DSM, when offering courses to international students, is bound by the ESOS Act 2000, ESOS Regulations 2001 and Education (Overseas Student) Regulations 1998 (Qld) and complies with the provisions of the National Code of Practice 2018.

LANGUAGE AND LITERACY ASSESSMENT

English language requirements for overseas students are a minimum of IELTS level 5.5 for Diploma studies and 4.5 for Certificate studies or equivalent Australian course.

CONTACT DETAILS

Students must notify DSM of their Australian address and contact details within seven days of arrival. Any changes to these details must be reported immediately. Failure to do this is a breach of visa requirements.

DSM requires all international students to complete a Student Details form at the commencement of each course. Where a course runs for more than 6 months, students will be requested to complete this form at the 6-month mark.

FEES AND REFUNDS

Full course fees are included with the International Information Package or by contacting us. When an application for enrolment has been successful the student will receive a Letter of Offer which includes all details of the course including fees. The student will receive an invoice for the deposit for the course and Health Insurance cover.

Course fees may be paid in full prior to commencement or by payment plan.

If paying by payment plan, by signing your schedule of payments you are entering into a binding and legal commitment with DSM. Failing to ensure your account is current and up to date will result in additional interest charges at a rate of 3% of the outstanding payment amount, and ultimately exclusion from classes until your account is in good standing. Additionally, failure to pay fees may result in the termination of enrolment.

Certificates/Diplomas will not be issued until all fees are up to date. Students with outstanding fees will not be permitted to graduate until all fees are paid in full.

Additional fees:

- Enrolment fee of \$200 (non-refundable)
- Printing – B&W: \$0.10/page, Colour: \$0.75/page
- Re- printing of Workbooks - \$10/book
- Re issue of a certificate - \$35
- Re-sit (2nd attempt) - \$50
- Late submission of assignment/workbook - \$50

In the unlikely event that course fees will increase during the study period, students will be advised in advance and options explained.

REFUNDS

How to apply refund

- " Application for Refund" form and "Application for Withdrawal & Request for Release Letter" form must be completed in full, signed and dated by student and returned to Head of School.
- Refunds are only paid in Australian dollars.
- Requests for refunds from OSHC must be made to OSHC provider.
- Refunds will be paid directly to the person who enters into the contract with DSM about the student, unless the person gives a written direction to DSM to pay the refund to someone else.

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- These forms are available from reception
- The application for refund will be reviewed by the Head of School or as delegated and if warranted will be authorised for payment.
- The completed form must be submitted to the International Student Officer or via email (as above).
- This agreement and the availability of our complaints and appeals processes do not remove the students' rights to take action under the Australian consumer protection laws.

If any course is cancelled or deferred and does not start on the agreed starting day or is started but terminated before it is complete for whatever reason, DSM will refund the unused portion of prepaid course money in accordance with the provisions of Sections 27 and 29 of the ESOS Act 2000. Alternatively, a place on an alternative course with another provider may be offered at no extra cost to the student. The student has the right to choose a partial refund or a place at another institution.

In the case of a refund requested and approved for any other reason, the refund will be paid in accordance with the provisions of Sections 27 and 29 of the ESOS Act 2000.

If DSM is unable to provide a refund or a place in an alternative course the Tuition Protection Service (TPS), will place the student in a suitable alternative course or as a last resort, provide refunds of unexpended prepaid tuition fees.

FEES NON REFUNDABLE

- Enrolment fee and Material fee are all non-refundable.
- Once DSM receives the deposit, DSM provides the access to LEARNERS GUIDES. The deposit cannot be refunded after that.

Full Refund:

- a) DSM agrees to refund all prepaid course fees without deduction within two weeks where Dentos School of Management cancels the course or the commencement of the course is postponed, and alternative courses do not suit the applicant.
- b) DSM agrees to a full refund less \$200 Enrolment Fee and \$200 Materials Fee within two weeks where the student produces evidence where the application made by the student for a visa was rejected by the Australian Government, the Department of Home Affairs (DHA).
- c) DSM has withdrawn its offer to applicant where it was found that false or misleading or incorrect or incomplete information has been provided on application (this is prior to course commencement)
- d) DSM agrees to a full refund less \$200 Enrolment Fee and \$200 Materials Fee where there is a death of a close family member of the student. To be considered, the death must be either a parent, a sibling, a spouse or their child and the student must not have commenced the course.
- e) Prior to course commencement, there are political, civil or natural events that have affected the students' country and family. This request for refund will be reviewed and considered by the head of school. It is the head of school's discretion whether to be approved this request.

Part Refund:

- f) For written cancellation received 50 days prior to commencement of a course, a refund will be provided of tuition fees paid less a 20% administrative fee will be made. For packaged program such as, Double Diploma and Certificate IV & Diploma program, commencement of a course means THE COMMENCEMENT of THE FIRST COURSE.
- g) If the student provides written notice of intention to withdraw less than 50 days but more than 20 days prior to commencement of course date, a refund will be provided of tuition fees paid less a 50% administrative fee. For packaged program such as, Double Diploma and Certificate IV & Diploma program, commencement of a course means THE COMMENCEMENT of THE FIRST COURSE.
- h) After course commencement, there is a death of a close family member of the student. To be considered, the death must be a parent, a sibling, a spouse or their child. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee.
- i) After course commencement, the student has become ill to the effect that the illness will prevent them continuing the enrolled course. The fee that has been paid for study periods not commenced will be refunded less a 20% administrative fee. Student must provide the evidence to DSM.
- j) After course commencement, there is political, civil or natural events that have affected the student's country and family. This request for refund will be reviewed and considered by the CEO, it is the CEO's discretion whether to be approved this request.

No Refund:

- k) For cancellation less than 20 days prior to commencement of a course, fees paid are non-refundable.
- l) For cancellation after commencement of a course, fees paid are non-refundable.
- m) Where the student's enrolment is terminated due to non-attendance, non-progression, non-payment of fees and/or non-compliance with the school's code of conduct, course fees paid are not refundable.
- n) If a student applies for RPL and the application is unsuccessful, there will be no refund.

ATTENDANCE REQUIREMENTS

Although DSM has chosen to implement the DHA approved course progress policy and procedures and will not report students through PRISMS for unsatisfactory attendance, students are still required to attend all scheduled course sessions as a course requirement.

Student's attendance is monitored and recorded daily. If the student has been away for 2 consecutive days without approval, the trainer will inform the Course Co-Ordinator who will contact the student via phone and/or SMS to ask them to explain their absence. Absence due to illness must be supported by a medical certificate. If students have been absent for more than 5 consecutive days without approval, they will be counselled.

If students have been more than 1 week, they must fill out an "Application for Leave of Absence" and submit it to a staff member.

DEFERING, SUSPENDING OR CANCELLING A STUDENT’S ENROLMENT

A student is enrolled for the period for which the tuition fees have been paid. DSM allows students to suspend, cancel or defer their studies only under very limited circumstances which are beyond the control of the student but will impact on their progress.

These will include but not be limited to:

- Serious illness or injury where a medical certificate states that the student was unable to attend classes
- Death of a close family member (Parent or Grandparent)
- A serious traumatic incident supported by police and/or psychologist’s report

Students must apply in writing for a suspension of their course by filling out an “Application for Change or Defer Course Form” or “Application for Withdrawal & Request for Release Letter” from reception.

Each case will be assessed on its individual merit and documentary evidence must be provided to support the claim. After considering the evidence provided and the student’s circumstances a decision will be made by the Head of School.

If the student exits the course at any time prior to the qualification completion, they will not receive a formal testamur. A statement will be created for partial completion.

WITHDRAWAL

A student who wishes to discontinue their studies is free to do so, but there is no obligation on the part of DSM to reinstate any student who has withdrawn. A student who has withdrawn may reapply at a later date, subject to any relevant immigration restrictions that may apply. Any such re-application will be considered through the normal application processes.

Students must apply in writing for a withdrawal of their course by filling out an “Application for Withdrawal & Request for Release Letter” from reception.

SUSPENSION AND CANCELLATION INITIATED BY DSM

A student may have his or her enrolment suspended or cancelled as a result of academic misconduct or misbehaviour by the student in breach of the Code of Conduct.

The student will be informed of DSM’s intention to suspend or cancel and notify the student that he or she has 20 working days to access the internal complaints and appeals process.

If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. If the student does access the policy, DIBP will be advised.

TRANSFERRING TO ANOTHER COURSE AT DSM

Occasionally students commence a course then decide that they would prefer to study an alternative course at DSM. In this instance, students should make an appointment to talk to the Head of School to discuss their options. There is a process that needs to be undertaken including the completion of “Application for Change or Defer Course Form”. When a decision has been made, the Head of School will advise the student in writing of the outcome and new COE’s will be created if approved. Students should be aware that changes of this kind could affect a Student Visa.

TRANSFERRING BETWEEN REGISTERED PROVIDERS

DSM will not knowingly enrol a student wishing to transfer from another provider within the first 6 months of the student’s principal course except under the following conditions:

- the original registered provider has ceased to be registered or a course in which the student is enrolled has ceased to be registered
- the original registered provider has provided a written letter of release
- the original registered provider has had sanctions imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course or,
- any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for the change.

Release of Students prior to completing the first six months

The National Code 2018 requires providers to assess requests from students for a transfer to another registered provider if the students have not completed six months of their principal course of study.

A principal course is the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Diploma programme then a Bachelor’s degree, the Bachelor degree is the principal course.

A student wishing to transfer must fill out an “Application for Withdrawal & Request for Release Letter Form” and submit it to the Head of School. DSM will consider all such requests for transfer fairly and take into consideration the individual circumstances of each student in order to ascertain whether the transfer would be advantageous or detrimental to the student.

DSM consider the following circumstances as reasonable grounds to decline a student

- There is no Letter of Offer from another provider
- The transfer could jeopardise the student’s progress if the student is enrolled in a package –i.e.: Certificate IV and a Diploma.
- The student’s account is not up to date for the current period of the study
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

A decision will be made by the Head of School within 10 working days of the request. The student will be informed of the decision in writing.

Students who have studied longer than this period of 6 months are free to transfer to another provider.

Where a student approaches DSM for enrolment from another provider the decision to offer a place will be based on the following criteria.

- students demonstrated commitment to previous studies
- good attendance record
- course fees have been paid in full
- A Letter of Release has been received from the previous provider.

MONITORING PROGRESS TO ACHIEVE COMPLETION WITHIN THE VISA PERIOD

DSM must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled and has chosen to implement The Department of Education and Training (DET) and DHA approved Course Progress Policy and Procedure. A copy of this policy is available from the Australian Education International website <https://www.aei.gov.au/>

DSM expects students to progress with minimum interruption towards completion of their course. Students must attend the scheduled courses for the duration of the course including clinic hours. Students who are absent for more than 2 consecutive days must provide a Medical certificate.

DSM closely monitors each student's progress through regular progress checks. Subject trainers conduct theory assessments at the end of each subject. A senior lecturer will conduct practical assessments throughout the course. Students who do not gain competency will be given the opportunity to re-sit the non-competent elements within 2 weeks.

Dentos School of Management will not extend the duration of the student's study beyond the specified CoE except under the following circumstances:

- Compassionate or compelling circumstances where a verified illness has prevented the student attending the academy for a significant length of time, or if DSM is not able to offer the student a part of their training.
- An intervention strategy was implemented for a student at risk of not completing some part of their training.
- An approved deferment or suspension of study has been granted.

If a student is failing academically

Where, as a result of the monitoring process a student has been identified as not gaining 50% competence in a subjects after two opportunities to re-sit non competencies, a letter will be issued to the student with a meeting time with the Head of School to discuss an intervention program as the student will then be unlikely to complete their course in the required time.

Following initial discussion and review of the student's attendance and participation, an Intervention Strategy may be implemented. Strategies are individually determined to meet the need of the student, and could include:

- a learning support program
- additional English language support
- additional tutoring or learning activities for theory subjects
- advice regarding study habits (e.g. maintaining required attendance)

- advising students on the suitability of the course in which they are enrolled
- advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency

If progress is still not satisfactory – the student has again failed the next subject after being given the opportunity to re-sit non-competent sections, the Head of School will advise the student in writing that they have failed to reach the required standard and that notification will be sent to the Secretary of The Department of Education and Training via PRISM.

The student will have 20 working days to access the appeals process. Enrolment will be maintained during this process and students may still be able to attend class (at the discretion of the Head of School).

PRIOR TRAINING RECONGNITION (RPL)

Skills Recognition / Credit Transfer / Mutual Recognition

DSM supports the national policy of mutual recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer that qualification and all criteria covered is in-line with ours as content can vary.

An application can be made for any of the above when the student believes that they have already attained the necessary skills and competencies elsewhere (work or other study etc.). The student will be required to provide documentation to support an application.

NOTE: A challenge test and/or submission of relevant assignment/s may be required if deemed necessary by the Head of School.

ASSESSMENT POLICY

Students are required to attend all assessments, if you cannot attend an assessment, you must immediately:

- Notify the Course Coordinator – by phone at least 24 hours prior to the assessment due date, and then support your reason by evidence in writing e.g. if ill, provide a medical certificate, if special circumstance, provide a letter detailing the circumstances.
- Arrange a time (within two weeks) with the Course Coordinator to sit your theory assessment.
- Arrange a time (within two weeks) with either the Course Coordinator and/or the trainer/assessor to sit your practical assessment. This will incur a \$50 fee for the trainer's time.
- Students who fail to complete an assessment after 1 calendar month will be deemed "not competent" and will be required to re-enrol in the course of study and pay the full course tuition fee.

Assessment is competency based and in accordance with the National Assessment Principle incorporating the standards of the Australian Quality Training Framework. Assessment is designed to determine whether the student can demonstrate the target competencies at each stage of training. Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

The Unit 'First Aid' is delivered and assessed through another Registered Training Organisation 'Accredited Training Company'.

How will I be assessed?

All assessment is set out in the overview to each competency or competencies which are provided to the student at the commencement of each course. Once this assessment has been successfully completed, the student will receive a result which will count towards their qualification.

Assessment methods include

- Practical Demonstration/Observation – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed checklist.
- Oral questioning – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- Theory Assessments – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.
- Assignments - a research project to gain deeper understanding of a subject.

When will I be assessed?

- Assessments will occur at the end of each subject.
- At the completion of a Certificate IV, a practical and oral assessment will be conducted by a senior member of staff to judge overall competency.
- During the Diploma studies, students will be assessed at several stages by the Head of School to assess competency levels, including a final assessment prior to awarding a qualification.

NOTE: Final assessments will not be undertaken if re-sits and/or fees are outstanding.

RESULTS

Assessments will be marked "competent" or "not yet competent." Units of competency results will be recorded for the student. At the completion of the course or individual units, a Transcript / Qualification will be issued. If the student does not complete the course the student will be eligible for a transcript of results for any units of competency achieved.

ISSUING QUALIFICATIONS

Qualifications will be issued after successful completion of the Unit of study / Certificate or Diploma course. Certificates are issued in accordance with the Australian Qualifications Framework and will be awarded at the Graduation Ceremony at the end of the semester.

SPECIAL CONSIDERATION

DSM is fully focused on the students gaining competency. If a student considers that their performance in an assessment may be affected by any special circumstance, or they feel that they were disadvantaged when the assessment was conducted then they may request special consideration. These may include but not be limited to: accident, bereavement, compassionate circumstances illness, disability personal injury, language or literacy difficulties. The student will be granted one or more of the following options: have an extension of time, provided with another assessment, be given an oral rather than a written assessment.

COMPLAINTS AND APPEALS

Students are encouraged initially to attempt to resolve a complaint informally by talking directly with the person concerned to resolve the problem. If the issue is not resolved the student may access the Internal Complaints and Appeals Procedure at no cost to the student.

During all stages of the Complaints Procedure, DSM will take all steps to ensure that the complainant and the respondent will not be victimised or discriminated against.

DEFINITIONS

- Academic Appeals: An appeal against an academic assessment within the school.
- Grievance: A grievance is a concern about a situation, a process, a person or people, a facility or a service provided by DSM which the student brings to the attention of the School in an informal way, i.e. it is spoken about, not written down.
- Complaints: A formal complaint takes place if a grievance cannot be resolved informally and is written down for official processing. Complaints may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include sexual harassment, racial or sexual discrimination, physical or verbal abuse.
- Appeal: If a student is dissatisfied with a decision made by DSM, he/she has 20 working days from the date stated within the written notification in which to lodge an appeal to have the case reviewed. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory academic progress, unsatisfactory attendance, misbehaviour, refusals of transfer applications, and/or pending cancellation of enrolment.
- External Appeals: If students are not satisfied with the results of an internal process, DSM can offer an independent external arbiter to hear appeals. The purpose of the external appeals process is to consider whether the provider has followed its policies and procedures – it is not to make a decision in place of the institution. The student may access and receive the outcome of only one external appeals process before the DSM may report the student.

PROCEDURE

If a student wants to initiate a formal complaint as a result of an unresolved grievance, they need to request a Complaint Report Form from administration and fill out the details of the complaint. This form is submitted to the Head of School for consideration.

The complaint resolution process will commence within 10 working days and all reasonable measures will be taken to finalise the process as soon as practical. The Head of School will investigate the

complaint and interview any persons associated with the grievance to gain a full understanding of the issues in order to make a considered decision. Both the complainant and the respondent may be accompanied by a third party if so desired at these interviews.

The Head of School will provide a written decision to the complainant within 10 working days outlining the reasons for the decision and the complainants right to appeal the decision and the name and contact number of the person they can appeal to if they are not satisfied with the decision.

If a student is dissatisfied with a decision made by the Head of School in regard to a complaint, they can appeal that decision within 20 days.

The student's enrolment will continue while this issue is resolved.

If the appeal cannot be resolved internally, then it can be referred to an external agency. DSM allows for one external appeal to be heard and completed before notification to DHA. Students are advised that they are solely responsible for the fees that they may incur with an external mediator.

External bodies include:

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| ▪ Mediation centres of the Justice Department. | 1800 017 288 |
| ▪ Anti-Discrimination Commission | 1300 130 670 |
| ▪ Office of Fair Trading Qld | 13 74 68 |

After completion of the internal appeals process the student is may contact the Overseas Student Ombudsman if they have any concerns regarding the school. Students may also contact the Registering Body – Australian Skills Quality Authority on 1300 701.

If the appeal is against the provider's decision to either:

- defer or suspend a student's enrolment due to misbehaviour
- to cancel the student's enrolment

DSM will await the outcome of the internal appeals process (supporting DSM's decision) before notifying DET through PRISMS of the change to the student's enrolment.

Once DHA has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia
- show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE) or
- provide DHA with evidence that he or she has accessed an external appeals process.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, DSM will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

If a student takes the complaint or appeal to the external process, the student will be informed promptly of the decision reached by the external body.

The complaints and appeals process does not remove the right of the student to take action under Australia’s consumer protection laws.

CRITICAL INCIDENT POLICY AND PROCEDURE

National Code Standard 6.4

PURPOSE

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standard 6.8:

This policy details the procedure for dealing with a critical incident including: reporting, approach, action, support, media, counselling services, training, evaluation and follow-up, review and return to normality.

What is a critical incident?

The National Code defines a critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.’

- ‘Critical incidents’ can include the following:
- death, serious injury or serious threat of these;
- death of a student;
- missing student;
- attempted suicide;
- serious injury or health problem which prevents the student continuing with or completing the course;
- mental health episode requiring hospitalisation;
- natural disaster;
- student arrested or detained;
- assault, including sexual assault, domestic violence or robbery, severe verbal or psychological aggression;
- drug or alcohol abuse; and
- other serious events.

ACTIONS TO BE TAKEN WHEN CRITICAL INCIDENT OCCURS

- If a Critical Incident has or is occurring the first response staff member should take action to:
 - secure the safety of staff and students and themselves
 - then contact the emergency services (if fire, police or ambulance is required)
 - then contact the Head of School on 0412 720 091 and
 - finally contact the Critical Incident Team (if Critical Incident Team members are not in attendance at college, contacted them on their emergency numbers)
- The Critical Incident Team will meet and assess the incident with regard first response actions and risk to the safety of all staff, students and others.
- If an associated risk is still active, they will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm’s way

- A member of the Critical Incident Team will contact emergency services (fire, police, ambulance) and relevant external bodies if necessary
- The Critical Incident Team will determine the arrangements for informing staff, students and stakeholders of the incident.
- Media response will be dealt with by the Head of School, as such; staff is not to provide any comments to media in regard a critical incident
- If trauma was experienced by individuals, a session will be organised with our Counsellor.

Example of Detailed Actions

In the unfortunate situation that a student dies and DSM has been advised by Police of the incident:

1. The Police in consultation with the Head of School would contact the student's parents or next of kin and advise of the situation – will an interpreter be required?
2. The Police may require an official identification of the deceased and so this may involve the use of a staff member who has known the student
3. The Police may also interview staff as part of investigations
4. DSM will contact the relevant Consulate/Embassy (as they often provide support such as travel for the family).
5. Decide on what assistance we may provide to family, i.e. arranging funeral, death notices, attendance from family members, crisis support referral to counselling services, refund student fees, legal assistance, accommodation and student personal belongings
6. Contacting the Department of Home Affairs (DHA) with details
7. The incident would need to be recorded in the students file and in the Critical Incident Report including: time/date of death, how incident occurred and location and noting who was involved
8. The regulatory authorities would be notified as soon as practicable after the incident, this may include updating PRISMS
9. Design a formal bulletin to staff and other students
10. Send a condolence letter to family
11. A formal debriefing session with staff and students and have our counsellor in attendance

EFFECTS OF CRITICAL INCIDENTS

The human body has a plethora of ways it deals with critical incidents, we must be aware of some of these effects so that we are able to identify them in ourselves and others and hopefully manage them to avoid a further crisis.

- Some of the effects:
 - Loss of appetite
 - Insomnia
 - Anger
 - Aggression
 - Exhaustion
 - Denial
 - Masking the event
 - Changes in libido
 - Forgetfulness
 - Diarrhea

- Lack of interest in everything
- Emotional at the drop of a hat
- Sense of loss

AFTER THE EVENT

When the risk has passed, the first response staff member will complete the Critical Incident Report. When the risk has passed, the Head of School will convene a meeting with the Critical Incident Team and finalise the Critical Incident Report.

The Head of School will notify DHA as soon as possible after the incident. This may include reporting via PRISMS.

The Critical Incident Team will review the incident and evaluate the response and actions for closeout and lessons learned.

If changes are required to policies, procedures, these will be made via documenting on the critical incident report form and actioning a corrective action.

PRIVACY AND CONFIDENTIALITY

We will not disclose student's personal information without their formal approval as outlined in the Privacy Act. The only exception to this rule is when the information may reduce or prevent a serious or imminent threat to the student's life, health or safety.

Critical Incident Team:

To ensure critical incidents are attended to with the highest level of priority the policy has delegated a team which comprises of Head of School, Operations Manager, RTO Coordinator and Student Support Officer.

Team member's contact details:

| Name | Position | Work Phone | Mobile Phone |
|------------------|-----------------------|-------------------|---------------------|
| Rhona McKay | Head of School | 07 5576 6366 | 0412 720 091 |
| Brad Reid | RTO Manager | 07 5576 6366 | |
| Sarshia Martinov | Student Administrator | 07 5576 6366 | |
| Koichi Yamahara | International Officer | 07 5576 6366 | |

Emergency numbers:

| Name | |
|-------------------|--------------|
| *Police | 000 |
| *Fire | 000 |
| *Ambulance | 000 |
| Lifeline | 131114 |
| Alcohol and drugs | 1800 888 236 |
| Rape helpline | 1800 424 017 |

*Note: if you are out of network range, Dial 112 on mobile for emergency services

STUDENT COMPANION FOR ASSIGNMENTS

Some subjects (frameworks) studied at DSM may require you to submit an assignment or presentation. This is a reflection that all professional occupations involve writing to some extent. The DSM Student Companion for Assignments is a guide to help you with the techniques, methods and principals involved in producing good written material.

HANDING IN YOUR ASSIGNMENT – DSM POLICY

- Assignments are to be handed in by the due date as assigned by your class lecturer.
- All assignments are to be handed to reception and the Assignment Records Form signed to record receipt.

UNDERSTANDING THE TASK

- What are the key words and ideas of the task?
- If it's an essay question, consider words e.g. *evaluate, implement, analyse*?
- Do you understand the question fully?
- If you are starting with just a topic – no specific question, write down the key questions that are important for this topic.
- If you are requested to choose a topic – decide on your topic and line of reasoning - refer choosing a topic section.
- Does the research assignment require theoretic research (e.g. research from books, journals, etc), practical research (e.g. application of massage techniques, recording of case histories) or a combination of both?

N.B. Please approach your lecturer or course coordinator for further clarification of the task, if needed.

There are many resources – websites, books, etc about writing assignments and bibliographies if you wish to learn more.

CHOOSING A TOPIC

- What do you really want to find out?
- Do you have some passion or desire to investigate this topic?
- What do you already know about this topic?
- Write down the key questions that are important for this topic?
- How much time can you allocate to theory research?
- How much time can you allocate to practical research and application?
- What are you going to write?

LOCATING YOUR RESOURCES

- Where can you find the information you need?
- Think about sources of information ...
 - Books
 - Journals, magazines, periodicals
 - Pamphlets
 - Internet
 - Research papers
 - Video
 - Multimedia
- Visit the local library
- Search the Internet using search engines.

READING, NOTE TAKING AND RECORDING YOUR INFORMATION

- Skim to find relevant information.
 - Library catalogues
 - Index
 - Content pages
 - Chapter headings
 - Paragraphs
 - Glossary
- Consider the relevance of the material to your topic...
 - How relevant is this information?
 - Is it good information?
 - Can you understand it?
- Evaluate the credibility and currency of the publication.
 - How credible is the information? Check for bias
- What is the best note-taking technique for you?
 - Brainstorm – ideal when starting out
 - Take written notes from your selected information
 - Dictate notes from your selected information to a tape recorder
 - Save computer notes in a resource file
 - Remember, you can use a combination of all of the above

- Record the source of information for your bibliography - make certain that you note...
 - The Title
 - The Author
 - Publishing Details
 - Page Numbers
- Assess the content of your notes – analyse and evaluate your notes → record your responses and ideas.
- If taping conversations, seminars, or workshops – seek permission from subject, presenter, lecturer, etc

PRACTICAL RESEARCH

- Seek permission from your clients, friends and family to use as subject/s in research project
 - Seek permission from your employer if conducting research within work environment
 - Use a variety of methods to collect and evaluate data
 - Case history taking – use standardised questionnaires so accurate comparisons between patients can be made
 - Can use student clinic patient record forms or customise to suit your assignment topic
 - Different massage techniques
 - Different client physical assessment tools
 - May separate research subjects into groups, for example...
 - Group 1 = Treatment A
 - Group 2 = Treatment B
 - Group 3 = Treatment C
 - Critic, evaluate, compare and contrast results/outcomes from different treatments
 - Consider ethical issues
 - Do not use treatment on research subject if contraindicated – record drop out from project and note reasons
 - Do not refuse appropriate treatment to patient if in placebo (non-treatment) group if treatment is needed for health and wellbeing – record drop out from project and note reasons
 - If cannot continue treatment on research subject – record drop out from project and note reasons
 - First do no harm – do not cause harm to research subjects
 - Referrals – if research subject has injury, illness or health problem beyond your skills and qualifications – refer to appropriate health professional – record details of other treatments in patient case history file
 - Always apply appropriate clinical procedures to consultations as you would with your general clients
- N.B. Please approach your lecturer or course coordinator for assistance if you want further help understanding practical research.

USING YOUR INFORMATION WISELY

- Once you have collected your information, take some time and think about your information?
- Review ...
 - Do you have enough information?
 - Is the information you have recorded appropriate?
 - Evaluate and compare information from different sources?
- If applicable, combine information from different sources and build your case.
 - Theory
 - Practical
- Make your argument to support your topic – reasoning, deductions and conclusions.

WRITING YOUR ASSIGNMENT

- Make a list of the main ideas and write them out in priority order – how important are they to you?
- How can you best present your information?
- What order do you wish to present the information?
- Organise your information into logical order – connect your ideas.
- Prepare an outline/structure for your assignment ...
 - Introduction
 - Body
 - Conclusion
 - Do you have enough information to cover each point?
- Prepare a draft
- Choose the neatest form of presentation available to you
 - Check the layout
 - Headings
 - Paragraphs
 - Font size
 - Bold
 - Underlinings
 - Page numbers

BIBLIOGRAPHY - COMPILING YOUR REFERENCES

- You will need to acknowledge your sources in a list of references or bibliography at the end of the assignment.
- Some details required in order:
 - Books = Author surname(s), Initials of given name, year of publication, Title, edition, publisher & place of publication.
 - Journals = Author surname(s), Initials, year of publication, 'Title of article' (in single inverted commas, *Title of Journal* (in italics), volume number, issue number, page numbers (if applicable)
 - Multimedia = Same as for a book but include the format i.e. DVD, videorecording, computer file
 - Electronic source i.e. websites & web documents = Author surname(s), Initials, date of publication, *Title of document or page* (in italics). Available at: protocol and address or specific path (date accessed)



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Handbook for Students – Southport Campus

- “Quotations need to be reported accurately” (in double inverted commas) – you must acknowledge the source of all quotations.

REVIEW

- Proofread your assignment
- Check spelling, quotations, grammar, etc
- Did you support your topic with enough information – theory and practical research, your viewpoint, etc
- Could you improve the presentation of your assignment?
- Have you acknowledged all your sources (see Bibliography)?
- Have a trusted friend, colleague, classmate or lecturer proofread your assignment and give feedback.

When you are satisfied with the content and presentation of your assignment – you are ready to hand it in – **CONGRATULATIONS!**