YOUR FUTURE STARTS HERE
Nationally Accredited Qualifications

Diversitat Training Scope of Registration

Qualifications
- ACM20117 Certificate II in Animal Studies
- AHC20116 Certificate II in Agriculture
- AHC20416 Certificate II in Horticulture
- AHC30716 Certificate III in Horticulture
- BSB42015 Certificate IV in Leadership and Management
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC30213 Certificate III in Education Support
- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support
- CHC40213 Certificate IV in Education Support
- CHC40413 Certificate IV in Youth Work
- CHC42015 Certificate IV in Community Services
- CHC43115 Certificate IV in Disability
- CHC43215 Certificate IV in Alcohol and Other Drugs
- CHC43315 Certificate IV in Mental Health
- CHC43415 Certificate IV in Leisure and Health
- CHC50113 Diploma of Early Childhood Education and Care
- CHC51015 Diploma of Counselling
- CHC52015 Diploma of Community Services
- CHC53215 Diploma of Alcohol and Other Drugs
- CHC53315 Diploma of Mental Health
- CUA31015 Certificate III in Screen and Media
- SIT30616 Certificate III in Hospitality

Please Note: These qualifications were available on Diversitat Training Scope of Registration at the time of producing this version of the Student Handbook. For the most up-to-date scope, please visit https://training.gov.au and search for RTO 5819.

Training at Diversitat Training is delivered with Victorian and Commonwealth Government funding for eligible participants.
Accredited Courses

Diversitat Training Scope of Registration

Accredited Courses
10725NAT Course in Preliminary Spoken and Written English
10727NAT Certificate I in Spoken and Written English
10728NAT Certificate II in Spoken and Written English
10729NAT Certificate III in Spoken and Written English
22236VIC Certificate I in General Education for Adults
22293VIC Certificate I in Initial Adult Literacy and Numeracy
22301VIC Certificate I in Transition Education
22302VIC Certificate I in Work Education
22333VIC Certificate I in Developing Independence
22472VIC Certificate I in General Education for Adults

Please Note: These accredited courses were available on Diversitat Training Scope of Registration (accredited courses) at time of producing this version of the Student Handbook. For the most up-to-date scope please visit https://training.gov.au and search for RTO 5819.

Training at Diversitat Training is delivered with Victorian and Commonwealth Government funding for eligible participants.
ACFE Courses

Adult, Community and Further Education (ACFE) funded pre-accredited programs

Diversitat Training delivers a wide range of Adult Further Education and Training (ACFE) pre-accredited programs in response to industry and community needs. Pre-accredited programs are designed to assist learners to pathway into further education, training and employment. The programs help learners to develop employability skills, prepare for employment and to build confidence and skills to undertake accredited training. In 2018 Diversitat was awarded the Learn Local Legend award in recognition as an outstanding contributor to improving participation in education and training within the Geelong and Colac regions.

Sewing English
Class English Class
Intel® Easy Steps Introduction to
Computers Introduction into Sound
Production Introduction to Community
Services Introduction to Radio
Broadcasting
Prepare for
Employment Return to
Study
Safe Driving Program
Pathway Program
Skills for Empowerment for Women
Introduction to Horticulture
Introduction to Hospitality

Please Note: These ACFE Programs were correct at the time of producing this version of the Student Handbook. For the most up-to-date scope please visit www.diversitat.org.au/training.

Diversitat acknowledges the support of the Victorian Government.
Contact Details

Reception, enquiries and enrolments
68-70 Little Ryrie Street, Geelong, 3220
Phone: (03) 5246 9600
Email: training@diversitat.org.au

Postal Address:
PO Box 4118, Geelong VIC 3220
Welcome to Diversitat Training

Our Vision: To empower individuals and communities to reach their full potential.

Our Values: Dignity, respect and acceptance are basic values defining our humanity and must be afforded to every individual in our society.

Welcome and thank you for choosing Diversitat Training to help you take the next step towards your future. As leaders in working with people from diverse backgrounds we have vast experience supporting people with barriers to education. We hope that you enjoy your studies at Diversitat as you strive to reach your full potential.

This handbook offers an insight into the variety of services available to assist you during your studies.

If you have any other questions we would be glad to help. Please give us a call, send us an email or visit us at one of our campuses. We trust that your time studying with us will be a positive experience as we help you take that step in following your passion. Your future starts here.
Getting Started

Study Options – Classroom based and Traineeships

Classroom Based Learning

Choose from a large range of courses on offer at Diversitat. Learn face to face with our highly experienced trainers, eager to share their vast knowledge and experience of their industry. At Diversitat we will help you reach your full potential and help you to make your career goals a reality.

Study at Work – Workplace Based Traineeships

Choose from our large range of traineeships to further your skills – while you work.

That’s right – no going to classes because our trainers come to you.

A trainer comes to your workplace to train you either once a month or once a fortnight (depending on how fast you would like training to be completed). Customised training programs can be structured to meet your needs and the needs of your organisations. You may be able to choose either one-on-one or group training.

Qualifications

We aim to give you high quality training with skills employers are looking for. We want your training to lead to a job, not just a certificate.

We will ensure all qualifications issued are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and statements of attainment.

The relevant funding source statements will be applied to all Certificates and Statement of Attainments as required per Skills Victoria VET Funding Contract and compliance regulations.

If you partially complete the course, a Statement of Attainment will be issued listing units of competency successfully complete. This statement can be used at a later date to claim credit should you wish to return to your studies.
Section A
Training and Assessment

What is Competency Based Training?
Accredited training programs are competency-based. These programs are designed to assist you to develop and demonstrate competencies that are required to succeed in the workplace. You learn to apply specified skills and knowledge to be effective in an industry, an industry sector or enterprise.

Competency based training and completion focuses on what you can do in the workplace as a result of completing a program of training.

Features of Competency-Based Training include:
• Theory combined with work-based performance/practice.
• Detailed training materials designed to support the acquisition of skills.
• Appropriate training methods that align with your particular style of learning
• Learning that has already been attained is recognised and assessed before commencing a program.
• Flexible training approaches: group, individual, self-paced, online supported (blended)
• Acknowledging adult learning principles and individual learning styles.
• Satisfactory completion of training based on achievement of all specified competencies.

Competency-Based Assessment
Competency is assessed by comparing the units of competency with your performance and ability to apply skills and knowledge in a range of routine and non-routine situations. Your ability to perform in a range of situations forms part of assessment and you must be able to demonstrate:
• Skills to complete tasks to the required standard.
• Skills with managing a number of different tasks at once to complete the whole job function.
• The ability to respond to problems and unforeseen events when completing a task.
• The ability to transfer skills and knowledge to different contexts/environments.
• The ability to appropriately deal with the responsibility and expectations of the work environment such as working with others, interacting with clients and following procedures.
• The ability to show employability skills and to perform at a certain level as outlined in the competency standards. The employability skills are: Communication, Teamwork, Problem-solving, Initiative and enterprise, Planning and organising, Self-management and Learning and technology.

Diversitat Training will use a range of learning and assessment methodologies to ensure you are able to gainfully participate in and maximise learning opportunities throughout you training.

How will I be assessed?
Assessment is based on competency and the methods you will be assessed may include;
• written
• verbal
• observation
• product/portfolio
• work placement
• workplace

Mandatory due dates will be set for all assessments. If you cannot hand your assessment in by the due date, you must speak to your trainer prior to the due date and...
complete a Request form Extension form. If this is not completed, you will be deemed as not satisfactory for that attempt. All students are obliged to three attempts of each assessment.

It is your responsibility to keep a copy of your submitted work. Please note Diversitat Training does not have the facilities to allow you to copy your assessments.

At the commencement of each unit you will receive an outline summarizing the performance and knowledge you can expect to attain on successful completion of each unit. The performance and knowledge you can expect to attain and the methods in which you will be assessed will be explained to you prior to commencing a unit.

The assessment process is continual - before, during and after training, to allow a trainer to assess all aspects of competence across a range of situations, and over a period of time.

Assessments will be resulted:

- **Competent** - resulted when the student demonstrates the ability to perform skills and tasks that meet the training package requirements and industry sector standards.
- **Not Yet Competent** - awarded when the student does not have the ability to perform/demonstrate skills and tasks that meet training package requirements and industry sector standards.
- **Credit Transfer** - if you have studied before, you may be eligible for credit transfer of units if you have studied before.
- **RPL** - granted when the student successfully completes an RPL assessment for the unit of competency through the skills recognition pathway

Competency standards are made up of units of competency (which themselves are made up of elements of competency and performance criteria), performance evidence, knowledge evidence and assessment conditions. Competency results will be recorded for you.

If work is assessed as not yet satisfactory, you will have two further opportunities to re-submit assessable work or re-sit an assessment task within a time frame set by your trainer. Workplace based re-submission dates are to be negotiated with your trainer and employer.

If after three attempts at an assessment you are not yet competent, you have the option to re-enrol in the unit. The cost to re-enrol will be based on individual circumstances, this will be discussed with trainer.

All work you submit, including assessments, provides evidence of your participation in training and assessment services. To be valid, all work submitted must contain:

- your full name and/or identification number
- the unit code and title and a date.

Assessments can be submitted by signing in at Diversitat Training reception or emailed to Diversitat via our Central Claiming department at centralclaiming@diversitat.org.au

Please Note the following:

- It is your responsibility to retain a copy of your assessment. You will receive feedback from your trainer and if your assessment is not satisfactorily completed, you will need to re-submit.
- If you are absent on a day where an assessment is to take place, or work is to be handed in, please notify your trainer or the Diversitat Administrator. You may also need to provide a medical certificate or statutory declaration outlining the reason for your absence.
- It is your responsibility to collect any handouts and information and to undertake any study of the material/unit that was missed due to absence from class.

Appropriate qualified assessors will be responsible for assessing your competence.

**Assessors are required to:**

- Inform you of the Credit Transfer and Recognition for Prior Learning (RPL) processes prior to enrolment
- Consider your needs in the assessment process and apply reasonable adjustment to assist you if required
- Ensure you are fully informed of the assessment process and performance expectations before undertaking assessments
• Inform you about the assessment process, including how you will be assessed and what is expected to be done before undertaking an assessment.
• Ensure that the appeals process is always available to you.
• Be fair and reasonable during assessment and work on merit, demonstrating no victimisation nor discrimination.
• Advise students, with sufficient time, regarding the up and coming assessment.
• Make reliable and consistent assessment decisions across different students and different assessors.
• Be proficient in the field of study, with relevant industry experience.
• Record individual student assessment results as assessments are undertaken.

Refer to Training and Assessment Policy attached to this handbook.

Students are required to:

• Consult with your assessor prior to the assessment date if you do not feel that you are ready to do the assessment at the assigned time. A future assessment date may be arranged.
• Be aware of all requirements to be deemed competent in a unit of competency.
• Be aware of the process for seeking assistance and advice, in particular, in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of competency and special consideration due to illness or other.
• Submit original work and avoid plagiarism, cheating or collusion. (not lend your work to another Student).
• Accept fair, helpful and timely feedback on assessment tasks including evaluation of performance and progress in the course and/or unit of competency.
• Be aware of the Complaints and Appeals Policy and Procedure which includes the procedures for appealing academic decisions, as outlined in this handbook.

Course duration and class size

All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration. Students who do not complete all units within the maximum timeframe will receive a Statement of Attainment listing the units they have completed at no additional cost. Your enrolment begins from the course commencement date.

Course progress

For you to succeed, to stay on the right track and not fall behind, we encourage you to attend all scheduled classes. We understand this is not always possible due to sickness, family issues and/or casual employment, however if you are unable to attend a class/training session, you are required to contact the Diversitat Training office to advise us of your non-attendance for that day. If you are going to be absent for an extended period, please discuss this with your Trainer.

Your progress will be monitored by the Trainer/Assessor who will meet with you on a regular basis to review your progress and where necessary, develop and implement an individualized plan to support your successful completion. If you need support to succeed, we will provide you with access to the required support throughout your training.

Work Placement

There are various qualifications that require work placement as a compulsory component of training and assessment.

The placement forms part of your course and must be completed for you to finish your course. Work placements provide an ideal opportunity to put into practice the skills you have learnt during your time in the classroom.

Diversitat Training will organise a work placement. You will be asked for your preferences regarding time and location, but there is no guarantee you will be able to get your first preference.

You will be given a Work Placement Workbook which will contain placement information and assessment tasks to be completed while you are on placement.

You will be provided with an industry learning environment and will have assessments linking to multiple units of competency that they will need to complete during placement.

Working with Children

If the qualification you enrol in requires practical training in a workplace where children (under 18 year) are likely to be present, you will be asked to complete a Working with Children course prior to commencing your work placement.

Geelong Ethnic Communities Council Inc. trading as Diversitat
RTO 5819
present and to have contact with a child as part of the usual duties associated with the work placement, you will be required to have a current Working with Children Check as required by the State of Victoria.

Eligibility for participation in some programs is determined on the basis of information obtained through screening checks. You will receive further detail as part of your enrolment process.

**National police check**

If the qualification you enrol into requires work placement as a compulsory component of training and assessment, it is now a mandatory requirement to have a valid and current national police check across many industries. You will be required to undergo a national police check, prior to commencing work placement.

**Student Support**

Our trainers and assessors are available to help you achieve success with completing your course.

If you are having difficulties with the course material, managing your time and commitment to your course, or any other academic related matter, do not hesitate to speak with our staff and ask for guidance.

If you require support to achieve your qualification, this will be discussed with you during your application for enrolment and a support plan will be created to ensure you are enrolling in a qualification that;

- is the most suitable and the best training option for you
- the proposed learning strategies and materials are appropriate for you

You may find that you require support after training has commenced, please do not hesitate to contact your trainer in the first instance if you believe that you need additional support or would like to discuss any matter that may be hindering your studies.

**Reasonable adjustment**

We make reasonable adjustments in our programs to make sure that if you have a disability, you will have;

- the same learning opportunities as learners without a disability
- the same opportunity to perform and complete assessments as those without a disability

Adjustments may be made if you have:

- English as a second language
- Language, literacy or numeracy needs
- Sensory diminished capacity
- Physical or intellectual disabilities.

Modification or adjustments may be made to the:

- Learning materials and methods suitable to the student
- Physical environment and equipment
- Alternative assessment conditions
- Modification of unit-related learning activities
- Evidence gathering techniques
- Extension of submission dates for assignments
- Other modification of assessment procedures
- Use of support service, eg. Note taker

If you require support in any way, please contact your trainer or a Diversitat staff member at any time throughout your course.

**Student Surveys, Feedback & Suggestions**

Diversitat is committed to providing quality training and assessment as well as to the collection of your feedback.
and suggestions. Hearing about how we can make your training experience better is important to us.

You will be provided with opportunities to provide us with your feedback and suggestions at commencement, midway and at the completion of your course, through student surveys and discussions with Course Coordinators.

A SWOT (Strengths, Weaknesses, Opportunities and Threats) discussion will be held with your VET Manager at the end of the course.

Topics covered in these relate to the enrolment process, the suitability of the location, resources and equipment, the quality of training, your trainer/s, and support received.

The results of surveys are reviewed and included in an action plan to improve your experience and assist Diversitat to be the best it can be.

You may also be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

You may provide their feedback to your trainer/assessor informally and also to put any feedback in writing through the Feedback page on the website. https://training.diversitat.org.au/feedback/

All suggestions and feedback will be reviewed at regular staff meetings and evaluated for action.

**Computers/ WiFi**

We will provide computers and tablets in class to assist with research where required. You will be able to access WiFi while in class. The WiFi password will change each day and your teacher will provide you with the new password each class. If you prefer to use a tablet or laptop to take notes in class, you can Bring Your Own Device (BYOD).

**Facilities**

Our training rooms have free tea and coffee with kitchen facilities including a microwave and vending machines. There is also a foyer with table and chairs for students. Please note that smoking is not permitted on campus grounds.

**Completion**

If you successfully complete nationally accredited course, you will be issued with an appropriate Qualification Certificate or Statement of Attainment, under the specific requirements set by the Australian Qualifications Framework (AQF). If you complete non-accredited training you will receive a participation award.

Your award will be issued within four weeks of completion of the training program if your fees have been paid in full final assessments have been handed in.

The cost of producing a Qualification or Statement of Attainment/Participation is covered by course fees, however, there is a charge for re-issuing lost or damaged certificates. Please allow a minimum of two weeks to produce and send the replacement documents.

Full payment is required in order to receive your qualification/statement of attainment.

**Consumer protection and accurate and clear marketing**

Diversitat markets and advertises our products and services in an ethical manner and with integrity, accuracy and professionalism. We do not engage in false or misleading advertising, promotion or recruitment.

Our ethical attitude to marketing and publishing our courses ensures we do not take advantage of any prospective students vulnerability (including age, disability or illiteracy).

All standard courses are published on our Diversitat website and our profile can be viewed through the Victorian Skills Gateway (Victorian Government Education and Training website).

We will always gain a client’s written permission before using information about that individual in any marketing materials.
Section B
Student application and enrolment

Applying for a course at Diversitat Training

01
Decide what course you would like to do. Not sure? We can help you, just give us a call 5246 9600.

02
We will send you an email with the Application form, which can be completed online.

03
We will send you an email with a link to LLN Robot to log in and complete your Literacy and Numeracy Assessment. This assessment is a requirement by the government and will help us determine if this course is suitable or if you may require extra support.

04
Once your application has been approved, we will book in an appointment time to have a pathways conversation and finalise your application. This will occur at a maximum of 6 weeks prior to the courses start date. You will be notified about what you will need to bring to this appointment.
What you need to know before applying

Diversitat Training is firmly committed to achieving best practice in the provision of education and training.

We do not discriminate on grounds of gender, ethnicity, religion, disability, political belief, family responsibility, sexuality, social or educational background and welcome all applicants.

We are committed to ensuring that the student selection process is fair and equitable and consistent with workplace performance, competency level and the requirements of the government specified Training Packages and relevant curriculum requirements.

If you wish to appeal an enrollment decision please refer to the Complaints and Appeals Process located in this handbook.

Pre-Training Review (pre-enrolment process)

To ensure that you enrol in a course that is the most suitable and appropriate and one that will offer you the best opportunity for success, prior to enrolment you will be required to undertake a Pre Training Review, which includes;

Pathways conversation

We will discuss with you and record your responses;

- your aspirations and interests and consider how this will lead you to the job you want or to further study
- the skills, experiences and education you already have
- how your language, literacy and numeracy skills will best suit the course
- how we can ensure the learning strategies and materials suit you
- If you need support with access and the use of technology
- How you prefer to study
- If you need any other support to help you succeed.

Foundation Skills Assessment (assessment of your language, literacy and numeracy skills)

The Foundation Skills Assessment Tool (LLN Robot) is an interactive online tool designed to identify and measure your foundation skill levels. These skills include language, literacy and numeracy; skills that are fundamental to participation in the workforce, the community and in adult education and training.

The foundation skills assessment will assist us to enrol you in a qualification level that is most appropriate and suitable for you. This will also help us to identify areas where we can offer additional support or advice to help you with your studies.

We will make every attempt to meet the differing needs of students who experience language/literacy/numeracy barriers, cultural and/or linguistic differences and challenges relating to disability.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) involves a formal recognition of the skills and knowledge you have already achieved through previous studies, work and life experiences.

To obtain Recognition of Prior Learning you must satisfy the requirements for the entire unit, not just some parts of it.

If you believe you qualify, we will formally assess your existing skills and knowledge and determine if they can count towards your qualification and shorten the period of training. This will take into account;

- work-related training courses
- on-the-job skills and work experience
- volunteer and community work
- a combination of all of the above

There is Fees for RPL are determined based on units and nominal hours.
Obligation to recognise qualifications and statement of attainments (Credit Transfer)

It is our obligation to recognise qualifications and statements of attainment issued by other RTOs which align to your proposed course of study. This is known as Credit Transfer (CT).

You may be eligible for credit transfer of units if you have studied before. This means you will not need to repeat a unit if you can provide certified evidence of successfully completing a unit that is equivalent to a unit currently included in a course or traineeship.

To apply for a Credit Transfer you will need to present the original certified copy of Qualification or Statement of Attainment and a transcript clearly indicating the course and units undertaken and results obtained. This should take place prior to the commencement of the course.

If you are a full fee paying student, you will need to provide the evidence within 2 weeks of your enrolment application or you will be charged tuition for those units. There is no fee for Credit Transfer.

Am I eligible for funding?

You may be eligible for funding support from the State or Commonwealth Government under a range of training support and incentive programs.

The Victorian Government Skills First funding is making vocational education and training more accessible to students who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

The Skills First funding is an entitlement to a Victorian government subsidised place in recognised training that can be accessed at any time and it will continue to be available for training at successively higher levels.

If you are eligible for funding, the Victorian Government Skills First can contribute to the cost of your training.

For more information on Skills First Funding, visit; http://www.education.vic.gov.au/skillsfirst/Pages/students.aspx

Providing evidence of eligibility

To assess your eligibility for Skills First government-subsidised training we will need some information about you;

Proof of identity - You'll need to provide proof of your identity (originals or certified photocopies) that shows:

Evidence of citizenship
- An Australian Birth Certificate (not a Birth Extract)
- A current Australian Passport
- A current New Zealand Passport
- A naturalisation certificate
- A current green Medicare Card

Evidence of residency (if not a citizen)
- A current green Medicare Card
- Formal documentation issued by the Australian Department of Immigration and Border Protection confirming permanent residence

Evidence of date of birth (if relevant):
If the citizenship or residency documents listed above do not include a date of birth, acceptable documents are one of the following:
- a current drivers licence
- a current learners permit
- a Proof of Age card
- a ‘Keypass’ card
Education history
You’ll also need to provide information about your education history including:

- The full title of the highest qualification you have completed, e.g. Certificate III in Aged Care
- Information about any government-subsidised training you are currently doing
- Information about any government-subsidised training you have ever started

Upskilling Requirement
So that you can obtain progressively higher skills, you must seek to enrol in a certificate level higher than the qualification(s) you have already completed.

You do not need to enrol in a higher level course if you are;

- under 20 years of age
- seeking to enrol in a qualification in the Approved Foundation Skills List (unless you hold a Diploma or above or are in the Commonwealth)
- Skills for Education and Employment’ program
- seeking to enrol in an Apprenticeship
- seeking to enrol in VCAL

While a person keeps moving up the qualification scale, the Skills First funding will continue to subsidise their training up to an advanced diploma level. There are government subsidised training places available to people who meet the eligibility criteria.

Limitations
You may undertake a maximum of two government-subsidised courses in one year (including courses on the approved Foundation Skills List). This maximum doesn’t include pre-apprenticeships for individuals who want to enrol in an apprenticeship.

You can undertake up to two government-subsidised courses at one time (including courses on the approved Foundation Skills List).

You can only ever begin a maximum of two government-subsidised courses at the same qualification level.

This restriction does not apply to courses on the Foundation Skills List, Victorian Certificate of Applied Learning (VCAL) or to students starting training again in the same qualification (at the Diversitat or another provider).

If you want to know more about Skills First or would like to take an online test to check if you may be eligible please visit http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx?Redirect=1

Application process

Online application and Foundation Skills Assessment
You will be required to complete an Application Form online.

Once you have submitted your application, you will be emailed a foundation skills assessment tool (LLN Robot) to complete in your own time.

Once you have completed foundation skills assessment (LLN Robot), you will be contacted to arrange an enrolment appointment to finalise your application.

If you are unable to complete your application online, please contact Diversitat Training on 52469600 to discuss other options available.

If you are unable to complete your foundation skills assessment (LLN Robot), you are able to complete it at a Diversitat Training site.

If you are under the age of 18 years, a parent or guardian is encouraged to attend all enrolment appointment and must co-sign all application forms.

Enrolment Appointment
At your appointment, you will meet with either a Course Coordinator or Enrolling Officer to discuss your foundation skills assessment result and to complete a Pathway Conversation.
We will also discuss;

- Your Credit Transfer and Recognised Prior Learning options
- If there are any issues in your life that may impact your ability to progress in your course, we will discuss plans/strategies to support you.

This will help us establish;

- that the course you wish to undertake is suitable and appropriate
- that the course meets your current and future aspirations.
- That you understand the course, the mode of delivery and the commitment required to successfully complete the course

We will determine your eligibility;

- for government funded training and discuss how your enrolment may impact your access to further government subsidised training
- for concession, fee waivers and/or exemptions

You will be provided with;

- a quote for the total cost of the course (Statement of Fees) which will take into account your current circumstances (including eligibility and concession)
- a Course information booklet
- a Student Support Information Flyer

**Entry requirements and pre-requisites**

All nationally accredited training programs have varying entrance requirement and pre-requisites, this information can be found through the Courses page on the website. ADD link

https://training.diversitat.org.au/our-courses/

**Unique Student Identifier**

To undertake nationally recognised training, you must provide Diversitat with your Unique Student Identifier (USI) prior to commencing training. You will not be able to commence without a valid USI.

If you do not have one, Diversitat staff can assist you to apply. This USI is important as it is your personal VET training student number for all training courses that you will be attending in your lifetime.

To create a USI, please click the link below;

https://www.usi.gov.au/students/create-your-usi

**Enrolment Acceptance**

You will be advised of your acceptance or non-acceptance into the course.

**Course induction and your training plan**

**Course Induction**

On your first day of training, your trainer will go through a course induction and orientation.

It is important that you have read through this Handbook and are ready with any questions to clarify any areas of concern.

At the induction, you will be given an overview of:

- student support services
- training facilities and resources
- code of conduct
- course/program structure / timetable
- training plan
- assessment process, methods and outcomes
- recognition of prior learning and credit transfers
- complaints and appeals process
- your rights and responsibilities
- attendance/participation requirements
Training plan

Your Training Plan will provide detailed information on the training and assessment for the course you are enrolled into.

This is an agreed contract of study and may be updated as you proceed through your course as negotiated between you and your trainer.

Your trainer will discuss your training plan with you on your first day, which you will be required to sign. A copy of your training plan will be provided to you.
Section C

Fees and charges, including fee waivers and exemptions

To ensure you and/or your employer are well informed of all course fees and refund arrangements prior to enrolment taking place, you will be provided with information detailing all fees and charges and a clear refund policy prior to accepting a training proposal or enrolment takes place.

Calculation of Fees

Course fees are determined by the course you enrol into and are calculated when at the time of each enrolment. That means your overall costs depends upon your individual study program.

We will review your eligibility to access a Victorian Government Skills First subsidised place. If you are not eligible, Diversitat will advise you of other fee payment options, for your consideration.

If you qualify for Skills First Government-subsidised training your study costs will be reduced significantly.

Traineeships

If you are enrolling into a Traineeship, the employer may be charged the tuition fee on your behalf.

If additional Trainer visits are required, above the allocated number of visits over the duration of training, there will be a $150 fee for each additional visit.

Statement of Fees

To ensure you are well informed of all course fees and refund arrangements, you will be provided with a Statement of Fees prior to the commencement of training. This Statement of Fees is a quote for the total cost to you, for your course of study.

This takes into account your current circumstance, including any entitlement to government funded training and eligibility for concession, tuition fee waivers and exemptions.

A full break down of fees and charges can be found by selecting the course of your interest at www.diversitat.org.au/training

Course fees are up to date at time of publication.

Concession

You may be able to get concessions on tuition fees for your government subsidised training place. These are available for all courses except Diploma level and above.

If you are eligible for concessions you will pay no more than the set concession fee. If you enrol in different courses in a calendar year, the tuition fees will be calculated independently for each course.

To be eligible for a concession fee, you will need to provide proof of your current and valid concession from one of the following groups:

- Commonwealth Health Care Card holders plus their dependent children and dependent spouses
- Pensioner Concession Card holders plus their dependent children and dependent spouses
- Veteran’s Gold Card holders (but not their dependence)
- an alternative card or concession eligibility criterion approved by the Minister
Proof of concession must be provided within 14 days of enrolment application otherwise the non-concession rate will apply.

There is NO concession fee for Diploma and Advanced Diploma courses, nor is there a concession fee if your fees are being paid in full by a Commonwealth Government agency or as part of a Commonwealth Government Program.

**Indigenous Completions Initiative**

Under an Indigenous Completions Initiative, if you self-identify as being of Aboriginal or Torres Strait Islanders descent, you will pay only the concession tuition fee for all courses. This includes courses of a Diploma level or above.

**Asylum Seeker VET Program**

If you meet all eligibility requirements for the Asylum Seeker VET program you will be granted a fee concession.

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**Fee Waiver and Exemption**

You may be eligible for a Fee Waiver or exemption if the following criteria applies to you and you can provide evidence of one of the following:

- you are an individual who is from the Judy Lazarus Transition Centre
- you are required to undertake the course pursuant to a community based order
- you have been referred under the Skills First Youth Access Initiative

**Withdrawal and Refunds**

To be considered for a refund of any fees and charges paid and received, the following conditions apply:

It is your responsibility to complete, sign and return a Withdrawal/Cancellation form. This form is available from Diversitat Training reception.

If student requests to withdraw due to reasons other than not attending.

If you withdraw 4 weeks after commencement, you will be liable for the full course fees, payable within 30 days.

- If you cancels or withdraw after enrolment there is a non-refundable administration fee of $250 or $50 for concession holders
- If your enrolment suspension is approved, you will be liable for the full/outstanding course fees payable within 30 days.
- If you withdraw from your course, you will be liable for all outstanding fees plus $30 for each learner guide received.

Fee Refunds may take up to 30 days from date of application.
Section D
Students Rights and Responsibilities

Code of Conduct

Students are expected to:

• Be punctual and regular in attendance
• Behave in a manner that respects fellow Students and Diversitat Training staff
• Be patient with other Students and staff
• Have a positive attitude towards their studies
• Avoid private conversations while someone is speaking
• Accord teachers due dignity, courtesy and respect
• Not threaten or intimidate teachers

A Student who consistently fails to abide by the Code of Conduct for Students, or continually and blatantly abuses Student Responsibilities, or breaches the Harassment and Discrimination Policy of the organisation will be subject to a disciplinary process.

Diversitat Training trainers are covered by Diversitat’s Training Department - Professional Code of Conduct Policy. Diversitat Training is not responsible for any communication between trainers and students, outside of course hours.

Alcohol and Drugs

Whilst participating in training programs with Diversitat Training, Students must not:

• Attend class under the influence of drugs or alcohol.
• Attend any external activities pertaining to the training program under the influence of drugs or alcohol.
• Engage in the use of narcotics and/or other illegal drugs; or the sale, distribution or offering of illegal drugs. If a Student is found to be in breach of any of the above, then he or she will be asked to leave immediately.

Mobile Phones

Students are required to turn off mobile phones during class or training sessions. Please inform the trainer should you need to have your mobile on for special circumstances.

Food and Drinks

No food or drinks are allowed in the classroom, except for water bottles which have a secure lid.

Personal Property

All Students enrolled in a training program are advised that they should not leave valuables such as purses, handbags, wallets etc. unattended in the classroom. Diversitat Training will not be held responsible for valuables that are left unattended.

Punctuality/Attendance/Absences

Students are expected to arrive on time. Classes/training sessions will commence on time. For Traineeships, there will be a $150 fee for each additional visit, above the allocated number of visits, if required over the duration of training. All scheduled visits must be cancelled within 48 hours or they will count towards your allocated visits. Failure to attend a scheduled appointment will still count towards your allocated visits.

Bullying/Victimisation

Diversitat Training is committed to providing each Student with a healthy and safe environment for study, free from bullying. Diversitat Training expects all Students to treat each other with dignity and respect. Bullying occurs when a person or group deliberately upsets, harasses, humiliates or hurts another person, their property, reputation or social acceptance on more than one occasion. Bullies are people
who deliberately intimidate, exclude, threaten and/or hurt others. This could be physical, verbal or cyber/online.

Diversitat Training encourages all students who are experiencing or witnessing bullying to report it to a Trainer or staff member. When bullying is reported it is seen as a serious matter and will be investigated by Trainers and Managers. They have the responsibility to ensure Students are not being bullied.

Key principles:

- Treat all matters seriously
- Act promptly
- Ensure the person who reports the issue is not victimised in any way
- Provide support for all persons involved
- Confidentiality
- Documentation of all meetings

Once identified each bully, victim and witness will be spoken to and all incidents or allegations of bullying will be fully investigated and documented. Both bully and victim will be offered support and counselling.

The Welfare Services Officer can then make referrals to external agencies for more specialist support should this be identified.

**Workplace Health and Safety**

Diversitat Training has a responsibility to ensure that our training and assessment services are conducted in a safe and healthy environment and we are committed to resolving any issues that impact on meeting this responsibility.

If you have any concerns relating to your health and safety while participating in a training program, please raise your concerns with any Diversitat Training staff member or contact our WH&S representative on (03) 5246 9600.

A comprehensive process for dealing with these issues is outlined in Diversitat’s Occupational Health and Safety Policy, which is the relevant policy covering the whole organisation.

**Smoking**

Smoking In accordance with Government legislation, all Diversitat Training offices, training rooms and building entrances are to be smoke-free.

**Equipment Use/Electronic Communications Usage**

Students are not permitted to use Diversitat Training equipment without first having been instructed by the trainer in the use and safety procedures of such equipment, and been given permission to use such equipment.

Depending on the course, Students are provided with the opportunity to access and use electronic media, such as computers and the internet, which are network resources and equipment owned by Diversitat Training. Access is for learning purposes only and not for private matters. They should be used effectively, efficiently and without abuse. This includes, but is not limited to, accessing, viewing, sending, storing, transmitting, reading or downloading material which may be offensive, discriminate against or harass other Students, staff or public. Students are not permitted to access or view inappropriate websites.

No data storage devices can be brought in and used on Diversitat Training’s computer network. This is essential because of the risk of viruses being introduced into the network, and also for security reasons. The computer rooms will be locked whenever staff or trainers are not
available for supervision. Students must not tamper with the original settings on the desktop of each computer or enter areas of the hard drive reserved for the system’s administrator.

Any breach of these will result in disciplinary action in accordance with Complaints Policy, as outlined in this Handbook.

**Text Books**

Students may be required to purchase texts or reference books as part of their course of study. Your Trainer/Assessor will advise you prior to commencing of your requirement to purchase any texts.

Where resources are to be paid for as part of the training fee (e.g. Traineeships/FOCS) failure to pay for your training may result in a suspension until payment has been received and no further resources will be available.

**Plagiarism**

All Student work must be original. Do not lend your work to another Student. If you do lend your work to another Student, and he or she copies your work, you both will fail the assessment task. Discussing assignments and case studies with other students is encouraged, and it can help enhance understanding and generate ideas. However, Students must write work in their own words from their own perspective. It is illegal to reproduce other people’s work without their permission. This means that copying directly from books or other material, without properly referencing the source, constitutes plagiarism. Trainers are familiar with course material, and are aware of material that has been copied.

**Copyright**

**What Does Copyright Mean?**

It is illegal to copy, publish or broadcast copyrighted work without the permission of the copyright owner. The copyright owner is usually the author but could be a publishing company or the author’s employer.

**What Sort of Material is Protected By Copyright?**

All original creative material - written material, recorded music, films, radio and television broadcasts - are covered by copyright.

**Copyright Does Not Apply to Ideas or Information:**

The fact that there was a car accident yesterday is not copyright, but the words a journalist uses to report the event are copyright. The idea of, for example, writing a history of Australian migration cannot be copyrighted, but once the book is written, it is covered by copyright. Copyright lasts until 70 years after the author’s death. So, for example, the writings of Henry Lawson are no longer covered by copyright because he died in 1922.

**Can I Avoid Copyright By Changing Some Words?**

If you just change a few words but keep most of the existing wording intact, you don’t avoid copyright. You can only avoid copyright by completely re-structuring and re-writing the work.

**How Is Copyright Registered?**

There is no need for any formal procedure. Copyright protection is free and automatic. As soon as an original work is written, recorded etc., it is automatically covered by copyright. The copyright symbol ©, the author’s name and the date can be used on written work to identify the author, and warn that they claim copyright on the work.
Practical Placement/Work Placement

What is practical placement?

Practical placement involves Students being placed with a host employer to apply knowledge and skills gained through theoretical learning provided by Diversitat Training. Students are given the opportunity to perform tasks relating to their course in an appropriate industry setting. Students will have specific learning outcomes or activities to undertake while on placement.

Your course may have a Practical Placement component. A voluntary work placement is sometimes required for the assessment of certain units. Where this is necessary, guidelines and competency standards will be provided for Students. The hours vary depending upon the course. The placement constitutes part of your course and must, therefore, be completed in order for you to achieve competency. Work placements provide the ideal opportunity for you to put into practice the classroom-based learning you have received throughout your course. If your course has a Practical Placement/Work Placement component you will be required to complete and sign a Confidentiality Agreement. Any breach of this Agreement whilst participating in placement, will result in disciplinary action in accordance with the Complaints Policy.

Student responsibilities whilst on Practical Placement:

It is the Student’s responsibility to work towards gaining competencies of the assessment tasks set for the course. On placement Students will be taught and guided by the host employer and trainer. Placement in a host facility will enable Students to be part of a team and to obtain valuable skills and experiences.

Follow all work place conditions and expectations. It is essential to be punctual, reliable, flexible, and trustworthy.

To arrange for a Police and Working with Children Check, as required, and present the original to the host employer and Diversitat Training Practical Placement Coordinator before placement.

- To complete and sign practical placement agreement.
- To demonstrate sensitivity and discretion toward the confidentiality of the service.
- To work within the host employers structure, meet the host employers standards, policies and procedures.
- To work within the dates identified on the Practical Placement Agreement Form.
- To be aware of and adhere to ethical standards.
- To inform the host employer and Diversitat Training if they are absent. If Students are absent and need to make up days, please complete the variation to Practical Placement Form to ensure Workcover is active.
- To actively participate in the professional learning process.
- If at any time you have an issue or concern regarding your placement, please discuss it with your Diversitat Coordinator immediately.
- To be aware they are under the direction of the nominated workplace supervisor.
- To be aware that it is against Diversitat Training policy for students to use their personal vehicle to transport clients, any host employer staff or equipment.
- You are required to pay and organise your own transport to and from placement.

Working with Children Checks/Police Checks

If your course has a Practical Placement/Work Placement component you may be required to complete a Working with Children Check and or Police Check. You will not be permitted to participate in placements if these checks...
have not been conducted, and/or if the results are not satisfactory. Confidentiality is assured.

**Requirements when submitting your work (student evidence requirements)**

All work you submit, including assessments, provides evidence of your participation in training and assessment services.

To be valid, all work submitted MUST have recorded on the front page of a stapled or bound document OR on each loose page:

- Your full Name
- The unit or module full name and code
- The date you have submitted your work

**Assignments/Due Dates**

It is the Student’s responsibility to keep a copy of all their submitted work. Please note Diversitat Training does not have the facilities to allow Students to copy their assignments. Mandatory due dates will be set for all assignments. Work will not be accepted after the due date, unless there are special circumstances for this (discussed and negotiated with your Trainer prior to the due date). Late submissions that have not been discussed with the trainer prior to the due date will automatically be withdrawn from the unit and costs may be applied to re enrol into the unit.

If work is assessed as Not Yet Competent, Students will have two further opportunities to re-submit assessable work or re-sit an assessment task within two weeks of the completion of the unit. Workplace based re-submission dates are to be negotiated with the trainer and employer.

IMPORTANT: Assessments submitted later than two weeks after the end of a course will not be accepted.

**Classroom Based Student**

An Assignment Lodgement Receipt must be stapled to each assignment submitted. All Assignment Lodgement receipt details must be completed (please print clearly). You will be given a receipt of proof that you have handed in this assignment on the date noted. In the event of any appeal, this signed receipt is the only evidence that will be accepted. It is your responsibility to retain this receipt along with a copy of your assignment. You will receive feedback from your trainer and if your assignment is not satisfactorily completed, you will need to re-submit.

Diversitat Training staff will advise, both orally and in writing, of required assessment tasks, and when a Student has successfully completed all outcomes. Regular attendance and class participation are considered vital components of the unit of competency completion process. Diversitat Training staff will ensure all assessment tasks and processes will be valid, reliable, flexible and fair.

Students will be advised on assessment requirements at Induction. For more information on assessments please refer to the Assessment Policy.

If you are going to be late or unable to attend, please call (03) 5246 9600 to contact your Trainer or an Administration Officer and let them know. If Students are absent on a day where an assessment is to take place, or work is to be handed in, a medical certificate must also be provided. It is the Student’s responsibility to collect any handouts and information and to undertake any study of the material/unit that was missed due to absence from class.

**Transfers (Classroom Based)**

If a Student is unable to continue participating in the course they enrolled in, and wishes to transfer to another course, they need to withdraw then re-enrol as directed by their
Program Manager. Fees are not transferable, and the Fee and Refund Policy still applies.

Refund

Withdrawal

Should you withdraw, you will NOT receive an automatic refund of fees. To be eligible for a refund, you must complete, sign and return a ‘Withdrawal’ form within 4 weeks of the commencement of your course. This form is available from Diversitat Training reception.

Long Courses (More Than 7 Weeks Duration)

In the event of a course being cancelled or postponed by Diversitat Training by more than 4 (four) weeks, a full refund will be issued to the student, unless alternative arrangements, acceptable to the student are made.

Students who officially withdraw (by written notice*) between enrolling and four weeks into the course will receive refund of the course fee less a 20% non-refundable administration fee of the non-concession standard course fees if eligible for funding or pay $350 if a fee for service student. Fee Refunds may take up to 30 days from date of application.

No refunds will be given after four weeks from the commencement date. If extenuating circumstances apply, a refund of the course fee as stated above may be given, after a written report by the student has been assessed.

*It is the student’s responsibility to complete, sign and return a Withdrawal/Cancellation form. This form is available from Diversitat Training reception.

Short Courses (Less Than 7 Weeks Duration)

No refund will be given to students who withdraw* 7 days (seven) or less before course commencement (or non-attendance) without proof of extenuating circumstances (e.g. medical certificate). If proof of extenuating circumstances is received and approved, up to 80% of the course fee may be refunded.

*It is the student’s responsibility to complete, sign and return a Withdrawal/Cancellation form. This form is available from Diversitat Training reception. Fee Refunds may take up to 30 days from date of application and will be paid to the student in the form of a cheque.

See full Refunds Policy for further information in the Policies section of this document.

Nature of Guarantee

You are entitled to a full refund if the course is cancelled or postponed by more than four weeks. The only exception is where alternative arrangements, acceptable to you, are made. For example, you may wish to transfer your enrolment to the next available course. If the course is cancelled during delivery, you are entitled to:

- A full refund of the tuition fees
- An appropriate amount of the student services and amenities fee; and
- Fees for any materials that have not been used.

Privacy

The Information Privacy Act 2000 of the State of Victoria sets out Information Privacy Principles which must be observed by organisations, such as Diversitat Training, that hold personal information. Your privacy is important to Diversitat Training. Our Privacy Policy provides information about the personal information that Diversitat Training collects, and the ways in which that personal information is used.
Tip: Keep your online security tools up-to-date.

Tip: Follow the Australian Privacy Principles so that you can exercise your rights.

Tip: If you don’t understand a privacy policy or notice, ask for an explanation.

Tip: Always ask why, how and who.

Tip: Check your credit report.

Tip: Make sure your credit information is correct and up-to-date.

Tip: Treat your phone like your wallet and keep it secured at all times.

Tip: Use strong passwords and don’t use the same ones across different accounts.

Tip: Protect yourself online.

Tip: If it looks too good to be true, don’t share your personal information.

Tip: Don’t give out your personal information unless you are comfortable with how it is going to be used.

Tip: Familiarise yourself with the Australian Privacy Principles so that you can exercise your rights.

Tip: Use your social media privacy settings to control the amount and type of information you want to share.

Tip: Don’t leave your personal information lying around.

Tip: Securely dispose of hard copy and electronic records.

Your privacy is valuable and worth protecting. The Privacy Act 1988 protects your personal information, however, there are steps you can take to protect your privacy. Personal information is information or an opinion that identifies you, or could identify you. Some examples are your name, address, telephone number, date of birth, medical records, bank account details and opinions. These ten tips will help you protect your personal information and your privacy.

Australian Government
Section E
Policies

Diversitat Social Media Policy
Diversitat Privacy Policy
Access Equity and Anti-discrimination Policy
Certificate Issuance Policy
Complaint and Appeal Policy
Credit Transfer Policy
Fees Charges and Refunds Policy
Plagiarism Cheating and Collusion Policy
Pre-Enrolment and Student Support Policy
Quality Training Policy
Reasonable Adjustment Policy
Recognition of Prior Learning (RPL) Policy
Student Discipline Policy
Training and Assessment Policy
Training Sites

Geelong Campus/
Diversitat at the Pulse

Our campus is located in Central Geelong at the Pulse Training Rooms 68-70 Little Ryrie Street, Geelong. There is three hour on-street metered parking, including disability parks around the immediate area as well as all day metered parking in the Hay Market carpark in Myers street. We are also located close to public transport.

Northern Community Hub
Our Northern Community Hub is located at 25-41 Arunga Ave, Norlane. There is plenty of on-site parking available and public transport within short walking distance. Bus route 20.