



Kingston Training and Employment
Dental Nursing Australia

**INTERNATIONAL STUDENT
INFORMATION & POLICIES
HANDBOOK**

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Dental Nursing Australia

Student Handbook

Foreword

Welcome to Kingston Training and Employment, award winning Training College in Western Australia.

Our Organization has been training Dental Health Workers since 1999 and is committed to the provision of quality Vocational Education and Training, establishing careers, securing employment and University pathways for further education.

One of the reasons for our success is our unique collaboration and partnership between the Dental Profession, Students and our wonderful talented Staff.

The learning experiences which you are about to participate in are, challenging, rewarding, interesting, fun and totally worthwhile.

Designed to prepare you for:

- Your specialised dental technology role in the Dental Health care team
- Your responsibility for maintaining continuous professional development
- Your role in the management changes, which occur in workplace organisation, practice and procedures

Students from all over the world attend our programmes with a range of learning styles, needs and expectations.

The courses are designed to include a variety of learning strategies to:

- Individuals and group learning styles
- Prepare you for your role as a member of a working team
- Focus on the required practical skills required for the qualification

This will require you to make a personal commitment to achieving success in your studies by:

- Applying sustained effort and motivation
- Seeking appropriate assistance as required
- Self-evaluation of your performance

To assist us to meet your learning needs as an individual, open communication is the secret to success. Lecturers and general Staff are always available to provide advice and direction, along with our specialist team to provide Students with support in all aspects of your training and personal needs while in Western Australia.

On behalf of Dental Nursing Australia / Kingston Training and Employment we wish you all a very enjoyable, rewarding and successful year ahead with our International College.

Director *Susan Lawton*

Introduction to the Colleges

This student handbook has been developed to provide you with an overview of the facilities and policies of the Colleges and details of your course.

Colleges located: Bunbury, Mandurah, South Perth, Belmont and Geraldton

Courses on offer to International Students include:

Certificate III & IV in Dental Assisting
Diploma in Dental Technology
Diploma in Management (Business)
Cert IV in Business Administration
Cert IV in Occupational Health and Safety
Diploma in Dental Practice Management
Cert IV Health Care Services (Ambulance Driver)
Cert II and IV in Engineering (Welding)

We encourage liaison between staff and students of all programs, as it helps to foster the team approach to health care. Department staff promote a learning environment which is competency based, student centred, flexible in its delivery and assessment and focussed on meeting the individual needs of its learners. We hope that you will maximise the learning opportunities that this approach offers, so that you will find your studies with us both personally and professionally rewarding.

Diploma of Dental Technology

General Course Description

Program Title: Diploma of Dental Technology

Program Code: CRICOS 064372J, HLT50507

Program Duration The Diploma of Dental Technology involves a total of two years full-time study, 3 days a week.

The programme contains a substantial practical element which is driven by our highly qualified and experienced Dental Technicians to take you through the practical elements in our own established practical Laboratories.

Program Purpose: Diploma of Dental Technology is designed to provide a broad-based training program for the Student to enable them to become a Dental Technician who provides support (fabricating artificial dental appliances) to dental and medical personnel in public hospitals, public dental clinics and private dental laboratories/clinics or become self employed. Successful completion of the program will enable the participant to develop the knowledge and skills necessary to undertake technical work at the level (AQF level 5) Diploma in the field of Dental Laboratory Technician.

The four main areas of Dental Technology are:

- Denture construction
- Cast partial denture fabrication
- Orthodontics
- Crown and bridge

In the Dental Laboratory Field, this is where practically, materials and techniques are applied to assist the Dental Profession to provide patients/clients with accurate artificial dental appliances. The Dental Laboratory Technician is a vital functional member of a Health Care Team. Without highly skilled Dental Technicians the Dental Profession would not provide a service to the public.

This course facilitates students in the development of the knowledge, skills and attitudes required for:

- Practising dental technology using a holistic 'client-centred' approach
- Producing accurate, reliable, reproducible results based on highly developed practical skills
- Task and contingency management
- Work team cooperation
- Quality customer/client service
- Adapting to changes in technology and work practices
- Problem solving
- Effective written and verbal communication

Health and safety issues are stressed throughout the program with a major focus on:

- Accurate prosthesis fabrication procedures
- Aseptic techniques
- Quality control and quality assurance methodologies

General Course Information

Semester Dates 2010:

Semester 1 Commences: Thursday 4th March 2010

Easter Break-

Term 1 (1 week) Break-

Term 2 (Mid year break) Break-

Semester 2 Commences: -

Term 3 (2 week break)-

Term 4 (End of year break)-

Public Holidays for 2010 Academic Year:

Australia Day: Monday 26 January

Labour Day: Monday 1st March

Good Friday: Friday 2nd April

Easter Monday: Monday 5th April

Anzac Day: Friday 25 April, Hol Mon 26th April

Queen's Birthday: Monday 27th Sept

Foundation Day 7th June

Melbourne Cup Day: Tuesday 2nd November (Special day Australia, no public holiday in W.A.)

Suggested reading books:

Training Manuals and texts provided-

Technology:

- Brand and Isselhand. *Anatomy of the Orofacial Structures*. 7th ed. Mosby
- Mosbys Dental Dictionary. Mosby.
- McCabe. *Applied Dental Materials*. 7th ed. Blackwell.

Diploma in Management (Business)

Training manuals provided-

Cert IV Dental Assisting

Training manuals provided

Library

The DNA Kingston Library is another source of learning material. Books are to only be used at Colleges.

Staff Managers Contact Details Perth International:

Email Addresses:

Director

Susan Lawton susan.lawton@dentalnursingaustralia.com

International Manager

Kim Savory ksavory@dentalnursingaustralia.com

Student Support Manager

Santina Carlino scarlino@dentalnursingaustralia.com

Senior Lecturer/Manager

Steven Field sfield@dentalnursingaustralia.com

Reception Manager

admin@dentalnursingaustralia.com

Accounts Manager

Fran Kennedy accounts@dentalnursingaustralia.com

General Email admin@dentalnursingaustralia.com

Kingston Training and Employment contact numbers:

Belmont College Ph- 08 94794870

Belmont Fax- 08 94794880

General Ph No- 1300855503

International + 61 8 94794865

DNA / Kingston College Locations:

South Perth Suite A and B, Level 1, Southbank Centre, 38 Meadowvale Ave, South Perth.

Belmont- 201 Great Eastern Highway, Belmont. (Head Office)

Mandurah Endeavour Centre, Unit 6 & 7, Top floor, Cnr Peel Street and Mandurah Terrace, Mandurah.

Bunbury- Unit 1, 76 Spencer Street Bunbury.

Geraldton – Progressive Training Centre 8 Grosvenor Close Woorree Geraldton.

Telephone Directory:

This space is provided for you to record additional useful telephone contact numbers

Name	Telephone No.	Email	Fax

Student Service Support Information

Counselling Service

The Counselling Service consists of a team of caring, educational personnel whose role is to assist students to develop their full potential, enjoy their stay in Western Australia and achieve success in their studies at DNA / Kingston.

The counsellors provide a free individual, confidential service. The service is available to students to discuss any wide range of problems and decisions that affect day to day life.

This service is Managed by Mrs Santina Carlino

Email:scarlino@dentalnursingaustralia.com

Dental Care

Dental Nursing Australia will provide free dental health care information for students. Should dental treatment be required, DNA Kingston will assist in arrangements for an appointment for you with a local Dentist. Dentists on occasions are invited to come into the Training College and discuss services they can provide students and their families.

Financial Advice

For simple advice on everyday financial matters our Student support Officer can assist you, or provide advice on specialist in this field to contact. Matters including: student loans, financial counselling, banking, social security.

Health Service

Student support can provide a free service to all students and staff on attaining information and health services.

Doctors in partnership with Kingston Training and Employment will meet students and their families and discuss services they can provide.

These can include:

- An emergency service and general medical care
- Immunisation programs e.g. Hep B
- Contraception advice and pregnancy testing
- Health promotion and education programs

- Nutrition and dietetics advice
- Needle and syringe exchange

Bulk-billing for Students with AHM Health Insurance with certain Doctors in Perth is available, you can contact Student support for one located near you.

Learning Skills Unit

Learning Skills can provide assistance to help you do better in your program. Staff can help you gain skills in: essay and assignment writing, oral presentations, fast and efficient reading, spelling, English grammar, general study skills, touch typing, time management, maths and science. English colleges associated with DNA Kingston are also available to assist.

IELTS

During the holidays DNA Kingston will conduct short courses for those who would like to enhance their English levels. Additional classes may be arranged during the term if interest is shown in these classes.

Muslim Prayer Rooms

A dedicated room, located on the top floor near the Student common room in Belmont. Please contact the Student support officer for further details and locations at other centres. Temple Prayer is to be carried out in your own time. Educational Visa regulations will not allow students to take half day for prayer.

Housing Advisory Service

Information regarding temporary accommodation for students attending at DNA / Kingston can be acquired from the student support officers.

Library area

A small resource library area is available to students, located at all Colleges. Books are not to be taken out, only used at the Colleges on site.

Computer Facilities

Computers are available for student use. These facilities are free of charge. There are 20 IBM computers available in the Computer Laboratory at Belmont, all computers have internet and email access. Printing costs 20c per page (A4 page black and White). All other colleges have access to Computer Stations, situated in their Colleges. Computers can be utilized during lunch times, and after class. You will not be able to install games or new software or access inappropriate web sites. Respect and appropriate use is required for computer use at all times or access will be denied. Any negligent damage to computers will be charged to Students accounts to be repaired. Assignments are recommended to be placed on thumb drive and handed to lecturers to download.

Libraries in Perth

The Medical Dental Library at Nedlands in the Oral Health Centre Of W.A. complex has a very comprehensive Library. 17 Monash Ave Nedlands, Student can access books in the Library only.

Photocopying

The copiers all offer plain paper A4 copies, copy reduction and enlargement, multiple copying and contrast controls. Some copiers also provide A3 and transparency copies. Photocopying costs are 30c per page.

Security

Personal Safety on Campus

DNA / Kingston work closely to ensure your safety at the Colleges for staff and students. DNA ensure good lighting at Colleges for evening classes and security guards most evening sessions.

Perth is one of the safest cities in the world with a wonderful cosmopolitan life style. Although it is very safe, it is very important for students to be aware of their own personal safety while studying in Perth, advice on safety can be obtained from your Student Support officers. If you ever feel unsafe at the Colleges, immediately contact a Staff member. Belmont is secured with security doors which lock automatically on entering building. You will require to press the unlock button when leaving the building in the evenings. Alarms are linked directly to fire, security and police department.

Theft

Beware of thieves at all times! Keep your valuables with you at all times. Never leave your bags and belongings unattended, especially whilst researching in libraries etc. It is strongly recommended that you lock your car and that bikes be secured by means of 'hoops' or 'U bolts' rather than chains or wires as the latter are often easily cut resulting in a very quick loss of bikes. At any time a theft is suspected report it immediately to the nearest Staff member and then proceed to complete a report. Depending on the nature of a theft you will probably be advised to report to police at the nearest station to your home.

Lockers are available at Belmont College, Students provide their own padlock.

Students Rights

Staff aim to represent and safeguard students' interests. We employ staff who provide advice, information and assistance to students with problems which may include: discipline (cheating, misconduct charges), appeals against assessment, special consideration, harassment of any kind, appeals against exclusion, unfair treatment, employment, work experience issues, health and safety issues etc.

The staff are able to help you to resolve problems in a variety of ways:

- Giving confidential advice
- Assisting in preparing submissions and documentation
- Supplying regulations and procedures
- Attending meetings with you and administrative or academic staff members
- Helping to clarify issues through discussion
- Identifying your options
- Referring you to appropriate services

All discussions are strictly confidential and no action will be taken without your explicit direction.

Responsibilities as a Learner

Adult Education by its nature empowers the Student to be ultimately responsible for their individual achievement. While our dedicated Staff give all assistance possible, the Student has responsibility for completion of assessments and advising Staff of any problems they may be experiencing, open communication is very important. The learning experiences provided will involve a variety of methods and will encourage the student to develop skills in research and presentation. Assessment will also be varied and will depend on the stated outcomes of the individual course.

- Students are required to conduct themselves at all times in a professional manner appropriate to their role as members of the Professional Dental Team.
- All students are expected to conform to the DNA /Kingston Course policies in relation to Equal opportunity, Sexual Harassment, Occupational Health and Safety and Infection Control.
- Attendance to all lessons, tutorials and practical sessions as per the group timetable is compulsory
- Actively participating in classroom discussions and practical sessions is an important part of overall assessment and enables students to learn together about the wider Dental Community.
- Appropriate dress code for classroom and participation in practical tasks. This applies to, long hair tied back, footwear - closed in shoes - non slip and wearing of Personal Protective Equipment (PPE). Eg Lab coat, safety glasses, mask, gloves
- The student who is late to class must report to the administration office prior to entering the classroom. In some cases when a class has commenced a student will not be permitted to enter the classroom and will be required to reschedule the class time.
- The late student must ensure the role is marked and signed to reflect their presence and the actual time of arrival to class.
- If you miss an assessment it is the Students responsibility to contact the Senior Lecturer or Centre Manager to arrange a make-up class to sit the assessment. No assessment tasks will be issued without attendance and participation in the required classroom activities.
- Students experiencing difficulties with assessments or attending should in the first instance discuss the assessment with the facilitator and/or Senior Lecture.
- It is highly recommended you provide feedback to your Lecturers / International Support Staff of your progress in the course, including any difficulties you may be experiencing. Communication is important.
- Some courses require prerequisites, students must understand there are sound reasons for the sequencing of classes in the course. Failure to 'keep up' with the course requirements may present the student with difficulties in continuing with the program.
- Students must ensure that their Training Record Book is up to date and signed off from practical sessions, especially if they have an opportunity of employment or work experience.

As you are now entering an elite Health Profession, standards are set very high.

Rules of importance to be upheld, to sustain your position in the College:

- Presentation of appearance to classes and practical sessions in correct attire are essential.
- 100% attendance. Nothing less is tolerated.
- Personal hygiene of a shower, clean hair, oral health cleaning before attending any classes.
- Communication between Staff and other Students will be polite, with extreme manners and spoken in English at colleges at all times.
- Cleanliness is vital in the Health Profession, all learning, clinical and lunch areas are to be kept immaculate at all time.
- Care and absolute respect for all equipment, library books, computers, furniture and other items at all training colleges. Misuse or stealing of any equipment will result in immediate dismissal.
- Payment of fees prior to completion of the previous Semester or DIAC (Visa Office) may be notified.

Complaints and Appeals process

Please be advised that Dental Nursing Australia provides an Internal and External complaint and appeals process. Students have 20 working days to access this process with Dental Nursing to commence proceedings within 10 days of receiving application and provide written documentation of the outcome.

Should the Student not be satisfied with the outcome of the Internal appeals process or conduct of the internal complaint handling and appeals process, DNA will provide information regarding the avenue to pursue the appeal process through the external appeals process. This is initiated with contact to the Director of Dental Nursing Australia. A small charge of \$50.00 applies to this application, which will be refunded if DNA are found to have used inappropriate methods of assessment of appeal and complaint.

Should the student be dissatisfied with DNA whole complaints and appeals process, they can contact DEST through the ESOS mailbox esosmailbox@dest.gov.au or through the ESOS helpline (02) 62405069.

We look at impartial procedures that are fair and open. Good clear communication with the use of mediators where possible.

You will maintain student enrolment under the internal and external complaints and appeals process. Unless the external appeals process has been reached for misbehaviour. You will be provided with learning material throughout the process of Complaints and Appeals process.

At any stage during the dispute as part of DNA Internal complaint and appeals process. The conciliator can become involved. Though, will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute ourselves.

The following is the complaints/grievance procedure adopted at DNA Kingston:

Internal

1. You may discuss your complaint/appeal with any Lecturing Staff Member, Managers or Director of DNA.
2. A mediation discussion session will be arranged with the Lecturer concerned and Manager or Director.
3. If you cannot resolve your complaint/appeal, you will be encouraged to lodge a 'complaints, appeal form', within the next 20 days, which will be reviewed and recorded by the Director of DNA. This will be commenced within 10 working days of your application.
4. You will be offered the opportunity to discuss your complaint/appeal with the Director once you have received the report.

External

5. If you still cannot resolve your Complaint/Appeals you will be offered the opportunity to apply to the "External Complaint and Appeal process. DNA independent Complaints/Appeals adjudicator. They will look only at the way in which the internal appeal was conducted; they will not make a determination to what the subject result should be. They are independent to DNA. The RDAEG INC will collect information and make an analysis with a final decision or outcome. (RDAEG INC - Regional Dental Auxiliary Education Group Inc Chairman Dr Ros Franklin and Vice Chairman Dr Michael Poli.)
6. In all the cases a 'complaints resolution' must be completed and signed by the Student and by the Director of DNA.
7. If you are an International student you will also have the opportunity to see the Independent Complaints/Appeals Adjudicator at the Department of Education Services in Perth.

If no further resolution has resulted by either party we may consult the independent Conciliator or at any stage during the dispute as part of DNA Internal complaint and appeals process. The conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute ourselves.

The Conciliator details:

Department of Education Services
International Education Conciliator
Anne Duncan, Ph: 94411900
Anne.duncan@des.wa.gov.au

Department of Education Services
Senior Conciliation Officer
Alison Miller, Ph: 94411900
Alison.miller@des.wa.gov.au

The conciliator will deal with issues relating to:

- Institutions services and facilities
- Content and standard of education services
- Amount of refunds paid to students
- Quality of instruction
- Academic progress of students
- The conduct of international students
- Welfare services
- Information concerning part-time employment opportunities
- Accommodation provided by or advertised by an institution
- Suspension and expulsion of overseas students and
- Any other matters deemed appropriate by the conciliator.

Process and practice used by the conciliator include

- Hearing grievances from international student and from institutions with international students.
- Mediating and conciliating the resolution of grievances
- Chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge
- Advising student and institutions of further legal channels available to them
- Liaising with institutions on matter concerning the provision of pastoral care and counseling for international students offered by the institutions
- Liaising with institutions on the procedures for resolving grievances offered by the institutions
- Liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern international students

Maintaining a public relations function with institutions and agencies on matter which concern or may concern international students

Please note that DNA has a separate Appeals Procedure which relates to assessment decisions in academic work completed.

Assessment Appeals procedure

Candidates have the right to challenge the assessment decisions made by the assessor on a unit of competence. The following steps are to be followed if a candidate wishes to exercise this right.

- The candidate should first discuss his /her opinions with the Assessor / Lecturer.
- A mediation meeting will be arranged with the Student, Lecture and Manager or Director. To try and provide a resolution which may involve eg: remarking, further assessment opportunities, assessment under different conditions.
- If still not satisfied with the decision the candidate may appeal to the DNA internal appeals / complaint process.
- An appeal must be made in writing to the Manager within twenty working days of this notification.

- DNA have 10 days to commence proceedings, these will be reviewed and documented.
- If an agreeable outcome is not achieved, DNA will advise the student they can apply to the external appeals/process.
- RDAEG INC will review the method and structure of the initial appeals and complaints process, they will not provide an outcome on the material under review.
- Comprehensive records will be made of the appeal and subsequent actions and findings.
- In all the above cases a 'complaints resolution' must be completed and signed by Student and by the Director of DNA.
- If you are an International student you will also have the opportunity to see the Independent Complaints/Appeals Adjudicator at the Department of Education Services in Perth.

If no further resolution has resulted by either party they may consult the independent Conciliator or at any stage during the dispute as part of DNA Internal complaint and appeals process. The conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute ourselves.

Recognition of Prior Learning (RPL)

If you have already gained skills and knowledge relevant to this course through previous study, work experience or general life experience you may be eligible to have your learning recognised. General information and the Colleges policy on Recognition of Prior Learning (RPL) and Credit Transfer can be accessed with the Student Support Officers.

Mutual Recognition

DNA recognises and accepts any Australian Qualifications Framework qualifications and Statements of Attainment that are issued by other Registered Training Organisations. Credit will therefore be given for modules or units of competency for which an original official

Written Assessment Presentation

The following conditions apply as a **minimum standard for presentation** of written assessment.

items:

- Your work must be presented on A4 size paper or in the appropriate learning guide or thumb drive.
- All questions must be answered.
- Each page must be clearly labelled with your name, group and student numbers
- Information should be presented in a chronological and sequential manner
- Word-processing is a requirement and demonstrates a key IT competency Key
- Provide a 2.5 cm margin on the left hand side of the page.
- Leave two lines between each paragraph of an essay/report or short answer response.
- Use headings and numbering to clearly indicate which question you are answering.
- Ensure that all pages of your assignment are stapled together to avoid loss
- Ensure all material which is derived from another source (eg lecture notes, text books etc) is appropriately referenced
- A plastic pocket maybe used to protect the contents of the assignment
- No thick binders, folders or spiral bound covers, as these cause problems with handling, storage and postage.

Study Requirements in addition to class time

It is recommended that every student spends approximately **5 hours** per week of their own time for study, to research and to complete assessment tasks.
information on study techniques is available from the International Support Officer.

Sexual harassment

Sexual harassment is against the law. DNA Kingston has in place policies and procedures to educate the colleges and to deal with complaints about sexual harassment. Sexual harassment covers a range of unwelcome behavior of a sexual nature, such as sexual comments, gestures, offensive images, demands of a sexual nature, repeated Requests to date, physical contact such as patting or pinching. Sexual harassment also includes behavior of a sexual nature by a member of staff, which as a student you may feel will have an effect on your grade or academic progress. Takes the issue of victimisation very seriously. All enquiries and complaints are dealt with confidentially. If you are experiencing a problem which you think might be sexual harassment or harassment of another nature please contact you International Support officers.

Occupational Health and Safety

DNA / Kingston recognises its duty and responsibility to provide and maintain an environment for its staff and students, which is safe, and without risk to health. The conduct and behavior of every person on our College premises is expected to be such that they will take reasonable care for their own health and safety and for that of anyone else that may be affected by their actions. If you have a concern about safety at your college you should in the first instance discuss it with your Lecturer or if they cannot help you, the Centre Managers should be consulted.

Accidents Involving Injury

All accidents involving injury, that are incurred while attending excursions, work experience or at the training colleges, no matter how slight, must be reported immediately to the Centre Managers or International Student Officers. Forms and reports will require to be completed. DNA / Kingston has a dedicated Occupational Health and Safety Representative for our Organization, who will also be involved with reports to establish risk management protocol.

Safety Rules and Procedures for Practical Classes

In all practical classes staff and students must comply with the following:

1. All footwear shall be firm, well-constructed closed toe and heel shoes or boots. No thongs, sandals or slippers shall be allowed.
2. Personal protective equipment must be worn for all practical activities.
3. Long hair must be tied back away from the face.
4. Hands and arms must be free of jewellery.
5. At the end of sessions (and during breaks), all electrical appliances must be switched off and unplugged. The premises will be locked by the Lecturers.

6. Workbench tops, floors and sinks must be kept immaculately clean. Spilt materials or liquids must be wiped/swept immediately.
7. All instruments and equipment must be returned clean to either Lecturers or technical
8. It is preferred that large bags are not to be taken into the classrooms and placed in book cases.
9. Safe working practices must be observed at all times during classes.

General Safety and Emergency Rules and Procedures:

1. In situations where there is potential for cross-infection all standard precautions for infection control must be implemented.
2. All students must know the location and correct usage of fire fighting equipment – extinguishers, hoses and safety blankets. Interference with any form of fire fighting equipment will carry severe penalties
3. In the event of a fire or other life-threatening emergency, the Fire Warden for the Building will direct evacuation. If the Fire Warden is absent, the teacher responsible for the class or another staff member may give the order to evacuate. In such an event, students should take any valuables which can be secured immediately and without danger, and walk directly out of the building in an orderly manner via the nearest safe exit. Proceed to the indicated emergency assembly area a safe distance from the building and wait for the class teacher to check the roll and give further instructions. Under no circumstances may you re-enter the building until you are directed to do so by the teacher. Teacher(s) controlling the evacuation will search the building before leaving if this is feasible.
During the day, or whenever students are present, all exit doors will be able to be readily opened from the inside and no means of egress (going out) will be obstructed
4. Eating and drinking is not permitted in any classrooms
5. Smoking is not permitted in any part of any building or within a radius of 500 M of building.
6. Running, wrestling or any form of rough play will not be tolerated.

Enforcement

Any student who fails to comply with the above conditions will be denied access to the clinical settings and laboratories and thus not permitted to participate in learning activities. This may in some circumstances affect their ability to participate in some assessment activities.. In extreme cases of breach of conditions a student would be suspended or expelled from classes.

Staff Preparation Areas

It is DNA / Kingston policy that students may not enter the staff preparation area (Officers), unless, in the case of exceptional circumstances and accompanied by a staff member. This policy is designed to maintain a private and quiet study area in which staff can organise and prepare learning materials with limited disruptions.

Student cards

Student Edge Cards are available to students to access special reduced costs on products. Forms are required to be completed and signed by DNA / Kingston Staff to authorize.

Individual Students cards are produced by DNA / Kingston, these contain your DOB, Photo and course details so they can be utilized as general ID for the Colleges and public transport etc. These will be available to all students with in the first two weeks of commencing.

General Policies and Procedures

DNA has a commitment to ethical principles which encourage the College community to co-operate and collaborate where everyone's rights are respected and protected. You will always be safe and supported.

Alcohol and Illegal Drugs:

Students found to be under the influence of alcohol or drugs will be asked to leave the College. Alcohol and illegal drugs are not allowed on College premises; and any students found in possession of these substances will be asked to leave College immediately. Any illegal activity will be reported to the appropriate authority. Dismissal from the training programme, should these circumstances persist will be at the discretion of the Director of DNA.

Collusion and Plagiarism:

Any work submitted for assessment which is found to be fraudulent for reasons of collusion or plagiarism will result in Not Yet Completed (NYC) being recorded for the work submitted.

Equity and Access:

DNA is completely committed to the principles of equity and access in the running of the College. We do not allow discrimination in terms of race, sexual preference, disability, gender, age, ethnicity, literacy, numeracy, geography, or any other basis which is not directly related to the performance of the person involved.

Food and Beverages

Food and beverages are only permitted in allocated areas, generally not in the classrooms and laboratory area. Food and beverages will not be permitted in clinical areas. The area must be immaculate before leaving, with all rubbish placed correctly in bins provided and spills cleared prior to leaving. The only exception is drinking water contained in sealable bottles, which can be taken throughout all classes.

Students bringing families

Please be aware in Australia children need to attend school and there may be school fees involved. You will also require information regarding Visa's for dependants of Student Visa Holders. Please access the web site DIAC <http://www.immi.gov.au> for further details.

Harassment

Harassment or discrimination of any kind will not be tolerated. If you experience difficulties or are aware of incidents relating to sexual or any other form of harassment, please inform a member of staff immediately.

Mobile Phones

The College recognizes that there are times when it is genuinely appropriate and useful to have access to a mobile phone. It is not permitted to have mobile phones switched on during class times, although parents will be allowed to have phones on vibrate for emergencies. At other times phones may only be used sparingly and in such a way that this minimizes disruption to other staff and students. Text messaging in class will not be permitted.

Deferment

You must notify the Senior Administrator in writing should you wish to defer your studies. International students must understand the visa implications of any such deferment. Any pre-paid fees in credit will be held for a period of 12 months and may be used towards the resumption of studies. At the end of 12 months pre-paid fees will be reimbursed according to the refund policy of the College, should you decide not to resume your studies.

Complaints and Grievances Procedures

Please refer to: DNA / Kingston Complaint and Appeals policy document attached for further details or page 41 and 42 for further details

Please be advised that DNA Kingston provides an Internal and External complaint and appeals process. Students have 20 working days to access this process with Dental Nursing to commence proceedings within 10 days of receiving application and provide written documentation of the outcome.

Assessment Appeals procedure is found in the complaints appeals policies attached pages 41,42,43 for further details.

Candidates have the right to challenge the assessment decisions made by the assessor on a unit of competence.

Cancellations and refunds

Cancellations and requests for refunds must be made in writing, in conjunction and discussion with your Agent. Your Agent will be contacted as part of the processes. Refunds are made solely at the discretion of DNA Kingston management after taking into account the reason for request and after consulting with Student and Agent. DNA Kingston has a structured refund policy and procedure. Refunds will be paid for any money over from advanced accommodation payments.

Please refer to the following documents for additional information: These are found as attachments at the back of this handbook and web site.

- Refunds policy document.
- How to apply for a refund document.
- Deferment, cancellations and suspending document
- Transfers
- Fees policies

Flexible delivery

Course participant will be advised of the most applicable form of delivery for each course. This will be offered with the option of on and off the job, or blend of both. In most situations this will be off the job in a group training situation, in a facility large enough to accommodate the maximum number of course participants with adequate room to conduct the practical examination portions of the classes in each module. Locations will vary according to arrangements made with participants and employers.

Welfare, Support and Guidance

Dental Nursing Australia / Kingston aims to ensure that every participant gains the maximum benefit from participating in a particular course or programme. Management practices are implemented that safeguard the interest and the welfare of learners in all training and assessment situations.

All staff are highly qualified and experienced personnel who give course participants support, advice and counseling whenever needed. Course participants who are unable to attend classes due to illness or work commitments are provided with additional learning and assessment strategies. Students who require further assistance during the programme with terminology or high technical areas are advised of additional learning opportunities before and after classes by arrangement with the Senior Lecturer.

Support is also provided with Dual Lecturing in difficult practical sessions, opportunity to access the training and practical learning areas of the college on additional days or before and after classes start, additional work experience opportunity may also be available. Formal application to access these additional support services will be required.

Customized programming is made available for Students who find themselves in a serious personal situation and are unable to attend the College over a period of weeks. Evidence may be required in the form of a Doctors certificate.

DNA pride ourselves on providing an informative and culturally sensitive orientation programme for our students when you commence. With ongoing support services which includes assisting the student in the transition into life in and study in Australia, legal services, emergency and health services, facilities and resources for appropriate learning, complaints and appeals process and information on Visa conditions relating to course progress and attendance. Accommodation, cultural, social, career and employment support services are provided.

All DNA Lecturing staff have a “Police Clearance” and a “Working with Children Certificate.”

Dental Nursing Australia /Kingston has appointed Ms Kim Savory as an Officer who is the official contact person for our International Students and is aware of the obligation under the ESOS framework. Kim is extremely knowledgeable regarding services and resources available to the students, extremely experienced in the Dental Profession and is wonderfully kind and supportive in her role.

Critical incident policies and procedures are in place to ensure the safety and well being of students.

Attendance

100% attendance is expected for work experience sessions and all classes. International students must have an attendance rate of 80% or this will effect their Student Visa requirements. 100% attendance is the Colleges expectation from all students in all courses. To sustain our outstanding reputation of quality outcomes from our Graduates. Roles are required to be signed morning and afternoon sessions.

If Student attendance levels begin to drop noticeably they will receive a verbal warning from their lecturer and if it continues, a letter warning of poor attendance will be issued. If student attendance then falls below the critical level of 80% of scheduled classes, the student will be advised in writing that DNA intends reporting them to DIAC. They will also be advised that they have 20 working days to access the complaints and appeals process.

It will be the Student’s responsibility to contact the DIAC office within 28 days, or their Student Visa will be automatically cancelled.

The College will support and implement an intervention strategy where the student is at risk of not meeting satisfactory course progress. This is an open communication, collaboration approach to reinstate your course progress.

Students -Please note: students who continually miss classes, or leave early and abuse their learning options, with no formal evidence or documentation, run the risk of poor performance and the Visa office being contacted, will not be offered additional learning opportunities or work experience. This will be at the discretion of the Director of DNA/Kingston.

Confidentiality, Privacy of information

Dental Nursing Australia will safeguard any confidential information obtained by our Staff or individuals acting on their behalf. Information will not be disseminated or disclosed to a third party without the written consent of the client.

Records are kept under locked key at all times accessed only by DNA Staff.

Clients will have access to their personal records by arrangement.

Information and student records after Graduation will not be disseminated to students without ID received: This may include Date of Birth, Full Name, Student ID number, Course of Study, Address, before being released in writing with the Students signature.

Records and certificates are archived in hard copy and electronically in a secure system for 30 years and will be accessible at a cost to the Graduates concerned.

International Students – Are informed, personal information about them may be shared between DNA and the Australian Government and designated authorities, to include the Tuition Assurance Scheme and ESOS Assurance Fund Manager. Information will include personal and contract details, course enrolment, changes, and circumstances of any suspected breach by the student of a Student Visa condition.

Changes to address and contact details

International and Local students are advised, it is your own responsibility to notify DNA / Kingston of any changes to address and contact details while enrolled in our training programmes.

Graduation and Awards

Awards are presented in a variety of areas, changing slightly each year and presented on the Certificate Presentation Evenings. These Awards recognize Students demonstrating outstanding excellence - for example Theory, Practical, Professional excellence or Organization and Management skills.

Sponsors from the Dental Profession donate the awards and prizes and the Australian Dental Association and Dental Technician Association attend.

Photos

Photos are taken throughout your training programme to keep a small record of your learning journey with Dental Nursing Australia / Kingston and are later presented to the Graduating students on a CD. A power point is sometimes made on the evening of the Certificate Presentation for the guests. The C.D can be made available to Students.

Photos will sometimes be placed on the web site, used as learning tools and brochures. Should students not wish to have their photos place on web site or brochures, must complete the Privacy Photo form to indicate you do not wish their photos to be utilized.

Smoking

Smoking is not permitted in the building or within 500 metres of the colleges. Smoking is not permitted in DNA / Kingston uniform. DNA / Kingston promotes “Healthways” Non smoking policies. No smoking at all colleges.

Cancellation of course

Should a programme be cancelled due to lack of student numbers or unforeseen circumstances. Dental Nursing Australia will provide full refund to these students and negotiate opportunities to train with other RTO providers.

DNA is registered under the Student Assurance Scheme for your safety in the completion of your Education.

Uniforms

Uniforms are to be worn during training at the colleges and on excursions and practical placements.

Uniform is worn with regulation flat non slip closed in shoes for safety with hair tied back from the face for occupational health and safety issues. No jewelry is to be worn except small earrings. Fob watches are recommended.

No nail varnish with nails clean and short.

Laboratory attire, including clean lab coat, must be worn at all times in Laboratories, you will be asked to leave if you are not wearing the appropriate safety apparel.

Professionalism and our high standards is one of the major contributors to our high profile and reputation, with our Graduates gaining the elite positions in the Dental Profession.

Employment and career support

Employment support and career advice, further education advice is available with references, assistance with C.V. and assisting with notifying practices of your expression of interest to be employed. DNA naturally attains requests from the Dental Profession of positions vacant and to advertise these positions amongst our Students and Graduates. Hence our consistent 99% employment rate for Dental Auxiliary Staff.

Class room protocol

No caps or hats to be worn in classroom, no chewing of gum. No smoking, drugs or alcohol to be inside or outside the grounds at any time. Immediate dismissal may result from the college.

Free Parking

Available in the overflow car park indicated by signs, parking not available at Kingston College centre or on grass or verge. Fines will be applied by the Belmont Council or DNA Kingston. Short distance, free parking is readily available in Herhir street, opposite college along Great Eastern Highway, back streets behind Herhir Street and in Park Land in Ascot Waters across Great Eastern Highway. Maps are available to assist with parking.

Please find the following attachments:

- Refunds policy document.
- How to apply for a refund document.
- Deferment, Cancellations and Suspending document
- Transfers
- Fees policies
- Attendance
- Complaints and Appeals

End of Document 1-7

Dental Nursing Australia

Policies in Deferring, Canceling and Suspending Studies for International Students

1. DNA does not encourage the deferment or student initiated suspension of studies.
2. In exceptional circumstances, such as illness, accident, political unrest in their country causing upheaval, natural disaster, bereavement close family member, traumatic experience, witness serious accident or crime, major home problem etc (*Evidence will be required through Medical certificates, death certificates, police report,*). DNA may accept a deferment, leave of absence, temporarily suspend studies through a formal agreement and make the necessary overtures to DIAC. Generally short duration will not effect to CoE enrolment period and end date. Should duration be of a considerable length of time and effect the completion date, the original CoE will be cancelled and a new CoE developed, with a more appropriate completion date.
3. All applications for deferments or suspensions must be made in writing to the Director of DNA.
4. A deferment or suspension may also be granted where for unforeseen reasons a part of the course cannot be offered at the time most appropriate to the student.
5. DNA reserves the right to suspend or cancel a student's studies for the following reasons:
 - 5.1 Sustained academic failure
 - 5.2 Poor social conduct in or out of the college
 - 5.3 Poor attendance (below 80%)
 - 5.4 Student not following DNA policies and procedures
6. A student on deferment or suspension will normally be expected to return home for the period of deferment or suspension. DIAC will always be informed and make the final decision.
7. Where DNA intends to suspend or cancel a student's studies, written notice will be given 20 working days in advance of that suspension or cancellation. The student will be advised of his rights to appeal internally and externally. The student will maintain enrolment and it will be at the discretion of the Director if they will be allowed to attend classes during the period of notice of deferment or suspension. If they are denied access to class, learning material may be sent to their residential address to continue with their studies.



8. Where the suspension or cancellation is instigated through DNA. The Student is advised they are able to access the DNA Internal Complaints and Appeals process within 20 working days. DNA will commence proceedings within 10 working days of the formal lodgment, record all proceeding associated with an appeal by the Student. DEST through PRISMS will be notified of a change of the enrolment status when the internal complaints and appeals process is completed.
Please refer to DNA Appeals and Complaints policies document which follows the (National Code Standard 8, 8.1)
9. The Students files will be reviewed to ensure final reporting to DEST and PRISMS has been finalized after the 20 working day period has passed.
10. Students are reminded that deferring, suspending or canceling enrolment may affect and have an impact on their Student Visa. They should stay in touch with their local Student Visa Officer or refer to the DIAC website or helpline on (131881) for information.
11. DNA has an obligation to advise DEST through PRISMS of deferment, suspensions and cancellation of enrolment. This information will be electronically transferred to DIAC.
12. Under extenuating circumstances relating to the welfare of the student, action can be demonstrated through other means, without a formal internal appeals process.
13. Deferments and suspensions will always be time bound. It is the responsibility of the student to resume studies after the period of deferment or suspension.
14. DNA will decide on each case whether or not to support an application to DIAC for the extension of a student visa where this is necessitated through a deferment or cancellation.
15. Students who have been Suspended, Deferred or Cancelled enrolment are advised they may be eligible for refund and are to view DNA Refund Policy document available on the web site, enrolment information and DNA policy and procedure manual.



Dental Nursing Australia

Refund Policy for Fee Paying International Students

	Courses longer than 20 weeks	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less \$200 non refundable enrolment fee and \$500 for administration)
DNA withdraws offer, fails to provide program offered or terminates course	Before Semester/Education Service commences after Semester / Education Service commences	DNA will default to the provisions of the Commonwealth ESOS Act 2000.
Student with a student visa withdraws (All withdrawals must be in writing, Agent must also be contacted by student and college)	More than 10 weeks before Semester/Education Service commences	Full refund (less \$200 non refundable enrolment fee and less 30% of semesters fee, less \$500 administration fee)
	More than 4 weeks and up to 10 weeks before Semester/Education Services commences.	Less 50% of a semester's fees (Less \$1000 for administration, less \$200 non refundable enrolment fee)
	4 weeks or less before Semester/Education commences	Less 60% of a semester's fees. (Less \$1000.00 for administration, less \$200 enrolment fee)
	After Semester /Education Service commences and during first 4 weeks	Less 80% of a semester's fees (Less \$1000.00 for administration, less \$200 enrolment fee)
	After the fourth week	No refund required
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures – No refund required	After Semester/Education Service commences	No refund of the semester's fees and not less than 30% of fees applicable to a subsequent semester. This applies to a maximum of two semesters only. <i>Therefore an example: student who has paid for more than two semesters in advance, withdraws during semester 1, more than four weeks before the commencement of semester 2, would expect no refund of semester 1 fees, at least 30% of semester two fees and a full refund of fees paid for any subsequent semesters.</i>



Dental Nursing Australia

Refund Policy for Fee Paying International Students

	Course duration 10 weeks or less	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less \$500.00 for administration, less 30% tuition fees, less \$200 Enrolment fee)
DNA withdraws offer, fails to provide program offered or terminates course	Before Semester/Education Service commences	Full refund unless offer had been based on incorrect information from the student, then DNA will retain \$1000.00 of tuition fee, less \$200 enrolment fee).
	After Semester / Education Service commences	Refund, pro rata, the unearned portion of 55% of the semesters fees.
Student with a student visa withdraws	More than 10 weeks before Semester/Education Service commences	Full refund (Less \$1000.00, for administration, less \$200 enrolment fee)
	More than 4 weeks and up to 10 weeks before Semester/Education Services commences.	Less 60% of a semester's fees, less \$1000 admin fee, less \$200 enrolment fee.
	4 weeks or less before Semester/Education commences	No refund is required
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures.	After Semester/Education Service commences	No refund required

Refund Policy Special Conditions

- Dental Nursing Australia reserves the right, at the discretion of the Director - should particular circumstances arise, DNA will give consideration to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine.
- Refunds will be made payable to the Institution to which a Student is transferring.
- Refunds in the case of a student not continuing studies, will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.
- Refunds for fees paid in advance which also include accommodation services arranged through Dental Nursing Australia (Eg on site or off site boarding facilities, home stay or other accommodation provided) will be included as part of the refund policy.
- Dental Nursing Australia will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or DNA policies and procedures.
- Once Student is advised formally of non-compliance, they are advised they can access DNA Complaints and Appeal process within 20 working days and that DIAC will be informed.

End of document 3-3



Student Information - Refunds

A copy of the College refund policy is available to students in the College's promotional material, on the website and in the DNA Student Handbook. We also include a copy with the confirmation of enrolment letter, which is sent to students. All requests from a student for a refund should be referred to the Financial Manager and approved by the Director.

Please follow the following process when requesting a refund.



- Step 1 Student enquires about a refund to Financial Manager or Lecturer
- Step 2 Student provided with a copy of the refund policy and asked to write a letter requesting refund, with additional evidence, including reason why.
- Step 3 You will receive a receipt regarding the refund request, stamped with date of receipt.
- Step 5 If you are a student "onshore" you may be invited to discussion on decision or be forwarded a letter, explaining the decision. Copy of all documents will be kept in your Student's Folder.
- Step 6 Refunds will be paid to the student or guardian unless otherwise advised. Refunds will only be paid by cheque or by direct deposit to an account nominated by the student.

A copy of the refund cheque or direct deposit form will be placed in the students folder, with copies of all other documents. The DNA database will be updated to reflect the refund.

If unsuccessful for refund request the Student is advised they can apply to Dental Nursing Australia Internal and External Complaints and Appeals process. They have 20 working days to submit this. Once Dental Nursing Australia has received this formal request, DNA have 10 days to commence the proceedings. A report will be developed and filed.

This process can be found in the Complaints and Appeals policy document attached.

Refund Policy International

Other Conditions: If you are refused a visa, we will refund all of your tuition fee, (less \$230 for administration). If we cannot deliver your course we will refund all of your tuition fee or offer you a comparable course at another institution (Conditions do apply). Persistent violation of the college's policies and procedures or Student Visa regulations and conditions, a refund is not required for that semester or term and no less than 40% of the subsequent semester if paid. Refund applications should be in writing; allow up to 10 days for processing. This agreement does not remove your right to take further action under Australia's consumer protection laws.

Please refer to the refund policy document in the International attached or the web site for further details.

Local Students refund policy can be found in the Student hand book or contacting the Financial Manager

Dental Nursing Australia



Student transfer from DNA to Another Provider:

1. You will normally only be allowed to transfer to another education provider if you have completed 6 months of your programme at DNA. If DNA no longer offers the course for which you registered you will be released
2. If you have a particular reason for wishing to transfer to another provider before you have completed 6 months of your programme at DNA, your case will be assessed on its own merits
3. Should you apply to transfer to another provider after a minimum of 6 months of your course has been completed, you will normally be granted a release letter. Exceptions will be where:
 - 3.1 Your transfer will jeopardize your progression through your course(s)
 - 3.2 Your reason for applying for a transfer is likely to conflict with the terms of your student visa in Australia.
 - 3.3 You are under 18 years, in which case you will need to provide a letter of support for the change from your parent or legal guardian. Where DNA has responsibility for your guardianship, prior acceptance of that same responsibility by the new provider must be received in writing.
4. Your application for a transfer must be accompanied by a letter of offer from the registered provider to which you wish to transfer.
5. Should you be granted a release letter by DNA there will be no charge levied on you. Fees are required to be paid in full.
6. Should your transfer to another registered provider require the issue of another student visa, you will be entirely responsible for acquiring this visa from DIAC.
7. Should DNA not be able to provide you with a release letter once you have completed 6 months of your course, you will be provided with a written statement of the reasons for the refusal to grant permission for the transfer.
8. Should you not agree with this decision you have the right to proceed with DNA Complaints and Appeals process within 20 working days.

DEFINITIONS:

- i) "Course" means the total period of study for which you have paid tuition fees
- ii) "Commencement of the course" is inclusive of registration/orientation day.

All requests for refunds, transfers and deferrals must be made by the student in writing to the Financial Manager and approved by the Director, and should include any relevant or supporting documents. The normal processing time is 10 working days. If the student is under 18 years of age, the request must be made in writing by a parent or legal guardian.

TRANSFERS

1) Internal transfers

Dental Nursing Australia is part of the AQTF network of quality schools throughout Australia. All Dental Nursing Australia students are eligible to transfer part of their course to another Dental Nursing Australia College. Please see the Manager of Admissions for further details.

2) External transfers

Dental Nursing Australia will refund to the signatory of the original written agreement with Student, Parent or Legal Guardian if:

- you have achieved the published IELTS score for the course you want to study; and
- you have an unconditional acceptance letter from the institution you want to study at; and
- the date you want to leave Dental Nursing Australia immediately precedes the commencement date for the course you want to study; and
- you give Dental Nursing Australia 5 course weeks notice in writing, providing evidence of all of the above (this period is not transferable).

If you are under 18 years of age at the time of enrolment the following applies:

- your application to transfer to another institution must be made in writing while you are still at Dental Nursing Australia and signed by the person who signed your original enrolment form; and
- Program coordinator must agree that your level of English proficiency is sufficient to enter the course you want to study; and
- you have an unconditional acceptance letter from the institution you want to study at.

Other conditions:

- The 5-week notice period may be waived.
- Please refer to the refund policy to determine your refund eligibility.
- This agreement does not remove the right to take further action under Australia's consumer protection laws.
- You are reminded you are able to take up Dental Nursing Australia Internal Complaints and Appeals processes, which does not circumscribe your right to pursue other legal remedies.
- DIAC will be informed.
- The students files will be reviewed to ensure final reporting to DEST and PRISMS has been finalized after the 20 working day period has passed.

End of document 2-2



DENTAL NURSING AUSTRALIA FEE POLICY

Payment plans will be made available to local Students. Minimum admin cost will apply which is indicated on the contract of enrolment and fees. International Students are required to pay the first Semester fees, Resource fee and Enrolment fee with evidence of Health Insurance for Australia before commencing.

Fees 2010

International fee Cert IV Dental Assisting 12 months full-time

Full-time \$9,995.00, Resource fee \$385.00, Enrolment fee \$200.00,

International fee Diploma in Dental Practice Management 2 years full-time

Full-time \$19,995.00, Resource fee 385.00, Enrolment fee \$200.00,

International fee Diploma in Dental Technology 2 years full-time

Full-time \$31,500 Resource fee \$385, Enrolment fee \$200.00

International fee Diploma in Management (Business)

Full-time \$9,995 Resource fee \$385, Enrolment fee \$200

International fee Cert IV Occupational Health and Safety

Full-time \$9,995 Resource fee \$385, Enrolment fee \$200

International fee Cert IV in Health Care Services (Ambulance Driver)

Full-time \$9,995 Resource fee \$385, Enrolment fee \$200

International fee Cert II and IV Engineering (Welding)

Full-time \$9,995 Resource fee \$385, Enrolment fee \$200

ENROLMENT FEE

The enrolment fee covers the costs of enrolment. The enrolment fee is:

\$200.00

Students enrolling in a course are charged according to the same fee structure regardless of blended mode of delivery, may include:

- .. local face to face class (mostly)
- .. remote live electronic conferencing;
- .. self paced – scheduled and unscheduled;
- .. external studies;
- .. workplace learning;
- .. video / television based learning;
- .. online learning; and
- .. recognition of prior learning

The fee applicable is from the start date of the course module(s)/unit(s) of competency in which the student is enrolled.

To ensure consistency, adjustments will not be made to fees to reflect variations in timetabling or in instances where students complete a course/qualification or module/unit of competency in less time than that specified in the course outline.

LATE APPLICATION FEE

A non-refundable fee of \$45 applies to persons who wish to apply for a full-time vocational award course/qualification after the specified closing date for applications.

FEE FOR CHANGING APPLICATION

A non-refundable fee of \$45 is applied to applicants wishing to amend their application for enrolment in a full-time vocational award course/qualification.

PAYMENT OF FEES AND CHARGES

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees paid.

Irrespective of payment option, details of all student enrolments will be retained for audit purposes.

PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- a) pay the full amount of fees and charges;
- b) present a signed authority from an employer or sponsor to invoice that employer for the student's fees and charges;
- c) Payment plans are not available
- d) for students who have fallen behind in their payments during the semester, Penalties will apply (\$500) and student will not be able to attend class until full fees paid and will be marked off as absent. DNA may work out with the student an appropriate arrangement to pay the amount outstanding, plus the fees and charges for the next semester. If DNA management have approved and this can be arranged, the student may continue with enrollment, under special circumstances. Please note Visa Office will be notified once a student is 2 weeks behind in payment of fees, and will be marked as absent. It is a requirement of your Visa that fees are paid in full.

Accountable officers at DNA will use their discretion in application of this instruction by formulating the payment by installments to more appropriately match the particular training program. In some cases, sponsorship arrangements may be made. Details of the student's enrolment and details of why deferred payment was granted will be retained for audit purposes.

PRIVACY

Irrespective of payment option, details of all student enrolments will be retained for audit purposes and information will be kept confidential under the Privacy Act in Australia. Information will only be released to Government Departments associated with International Student Visa arrangements. This may include Personal information shared between DNA and the Australian Government and designated authorities associated with Tuition Assurance Scheme and the ESOS Assurance Fund. This information may include Personal and contact details, course enrolment details and changes, suspect breach of a student of their obligation of change of address. Information under all other circumstances will only be released unless written approval has been received by the Student.

STUDENT OBLIGATIONS

Full payment of fees, attendance to training programmes as scheduled and to keep DNA informed of current personal details of address and contact details. Students under 18 will require a parent or legal guardian to sign and accept this agreement on their behalf.

DEBT RECOVERY PROCEDURES

Where approval has been given for a student to pay by installment, Dental Nursing Australia will charge a small administration fee. Should default occur on payment, fair and adequate recovery procedures will be utilized to manage the collection and recovery of monies. After three warnings, Registered Debt Collectors will be enforced.

INTERNATIONAL STUDENT REFUNDS

Refer to International refunds, transfer, and deferment, cancellation and suspended policies.

ADVICE OF WITHDRAWAL

Students are reminded that written advice of withdrawal is necessary 28 days prior to withdrawal.

LOCAL STUDENTS FULL REFUNDS

Students are entitled to a full refund of fees and charges where:

- .. a course/qualification or module/unit of competency is cancelled.
- .. a student is not given a place due to maximum number of places being reached;

Dental Nursing Australia is not obliged to provide any refunds, unless programme has been cancelled. Refunds are at the discretion of Dental Nursing Australia Director.

Request for refunds are required in writing and 10 working days are allowed for processing.

Details of all refunds will be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

RE-MARKING

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$45 re-marking charge will be refunded.

The \$50 charge for reporting on assessments is not refundable.

INCIDENTAL CHARGES

INCIDENTAL CHARGE FEE

- a) Late entry to assessments \$45.
- b) Special deferred assessment – each module/unit of competency \$45
- c) Assessment only, and assessment held in normal assessment period – each module/unit of competency \$45.
- d) Assessment only, and assessment not held in the normal assessment period – each module/unit of competency:
 - i) Setting of paper by assessor \$150.
 - ii) Marking of paper by assessor \$40.
 - iii) Supervision of assessment \$70.
 - iv) RTO administration costs \$70.
 - v) Assessment administration costs \$70.
- e) Re-marking of assessment – each module/unit of competency \$45.
- f) Report on assessment – each module/unit of competency \$70.
- g) Replacement of award/qualification/academic record \$70.
- h) Re-issue of academic statement \$70.00
- i) Results on computer network \$70.00
- i) Re-issue of non-current enrolment form \$45.
- j) Remote assessment supervision \$70.

RESOURCE FEE \$385.00

The resource fee covers materials purchased by Dental Nursing Australia to be consumed or transformed by students in the course of instruction. The resource fee also covers internet charges and other services utilized by the students in the course of instruction.

Any equipment that will be retained by the student as his or her own personal property must be purchased separately by the student.

Excursions will be charged to students as they arise.

OTHER FEES

In addition to the fees outlined above, Dental Nursing Australia may levy other fees to recover the cost of other items and services provided by Dental Nursing Australia (for example, parking and security passes).

APPLICATION FEE

A non-refundable fee of \$75 accompany each application for a full-time vocational award course/qualification.

LATE APPLICATION FEE

A non-refundable fee of \$45 applies to persons who wish to apply for a full-time vocational award course/qualification after the specified closing date for applications.

FEE FOR CHANGING APPLICATION

A non-refundable fee of \$45 is applied to applicants wishing to amend their application for enrolment in a full-time vocational award course/qualification.

FEE FOR CHANGING COE

A non-refundable fee of \$70 is applied to applicants wishing to amend their COE for enrolment in a full-time vocational award course/qualification.

Ref no FP 6/09

End of document 1-4



Australia

Academic Entry Requirements

Our entry requirements are flexible and allow for students from a wide variety of educational backgrounds to access our courses:

Country	Diploma for Dental Nursing Assistant
Australia	Completion of Year 10/11
Bangladesh	Completion of Higher Secondary Certificate or Intermediate Examination
Brunei	Completion of Form 5
China	Completion of Senior High School Year 3
Czech Republic	Completion of High School Certificate (Maturia)
Hong Kong	Completion of Form 5 (HKCEE)
India	Completion of Higher Secondary Certificate
Indonesia	Completion of SMU 111
Japan	Completion of Upper Secondary Certificate Grade 3 (Year 12)
Korea	Completion of Upper Secondary Certificate Grade 3 (Year 12)
Ghana	
Kenya	
Tanzania	Completion of Year 12 with GCE 'A' Levels or equivalent
Uganda	
Zambia	
Zimbabwe	
Malaysia	Completion of SPM or Senior Middle 3 or equivalent
Myanmar	Completion of Standard 10 Matriculation
Pakistan	Completion of Higher Secondary Certificate
Poland	Completion of High School Certificate (Maturia)
Russia	Completion of Certificate of Secondary Education (Attestat)
Singapore	Completion of Sec 5
Taiwan	Completion of Senior Middle Year 3
Thailand	Completion of Matayom 6
Vietnam	Completion of Diploma of general Education (Bang T Tai)

For certain countries the Department of Immigration and Citizenship may impose different entry requirements which will supersede our academic requirements. Please check with the college for the current position at the time of your application.

For entry qualifications from countries not listed, please enquire direct to the college

International students must provide evidence of their competency in English. In general, your English ability must be at IELTS 5.5 or equivalent. Those with IELTS 5.0 may enter Australia as students provided they undertake a short course in English language prior to the commencement of their studies at DNA. DNA will also have short courses in English to enhance IELTS scores while studying with us.

End of document 1-2



DENTAL NURSING AUSTRALIA

ATTENDANCE POLICY FOR INTERNATIONAL STUDENTS

- Dental Nursing Australia record the attendance of each student for the scheduled course contact hours for each CRICOS registered course and all Government funded and Privately funded Nationally Accredited programmes in which the Student is enrolled in.

This includes any accredited vocational courses, accredited school courses, accredited or non award (ELICOS) English Language Intensive Courses for Overseas Students courses or another non award course that DNA run.

- Attendance sheets are specially developed for each course and are signed off each day by Lecturing Staff and reviewed at the end of each unit completed.
- PRISMS is used to determine the date on which DNA implement the DEST-DIAC course progress policy for all our VET courses.
- Satisfactory attendance requires overseas Students to attend a minimum of 80% of scheduled course contact hours. Local Students are expected to attend a minimum of 90%.
- DEST-DIAC are contacted when a minimum of 70% discretionary reporting band indicated.
- Attendance is reviewed at the completion of each unit.
- Lecturing staff calculate possible attendance days against attendance rate.
- If falls below appropriate level, the student is informed verbally and the Director contacted.
- A letter is sent out to Student and copy placed in file to notify student they have failed to meet satisfactory attendance requirements.
- If students have been away / absent for more than five consecutive days without approval or where the student is at risk of not attending for at least minimum of 80 % of the scheduled course contact hours the Centre manager will verbally contact and counsel the student before the attendance drops below minimum of 80%. This will be recorded in their file.
- Where the student has not achieved satisfactory attendance for the course they will be contacted in writing of our intention to report the student for not achieving satisfactory attendance. The student will also be able to access our complaints and appeals process and that the student has 20 working days in which to do so.
- Where the student has not accessed the complaint and appeals processes within 20 working days , withdraws from process, or the process is completed and results in a decisions supporting DNA, DNA will the notify the Secretary of DEST through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

- If a local student they will be informed in writing that, should they require additional tuition outside the delivery dates set to successfully complete the training programme they will be charged an additional \$40.00 an hour for additional tuition and assessments.
- Discretionary reporting can be implemented when 70 % to 80% discretionary reporting band.

That the decision is consistent with our documented attendance policies and procedures. Student records clearly show student is maintaining satisfactory course progress, we can confirm the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.

When DNA deliver ELICOS courses, we may decide not to report a student for breach of the 80% where attendance is due to compassionate or compelling circumstances, medical certificates stating unable to attend decision consistent with our documented attendance policy and procedures, confirm that the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.

Please note: 100% attendance is expected at work experience placements.
Additional work experience may be arranged to achieve the 100% attendance.



COMPLAINTS AND APPEALS PROCEDURES

Please be advised that Dental Nursing Australia provides an Internal and External complaint and appeals process. Students have 20 working days to access this process with Dental Nursing to commence proceedings within 10 days of receiving application and provide written documentation of the outcome.

Should the Student not be satisfied with the outcome of the Internal appeals process or conduct of the internal complaint handling and appeals process, DNA will provide information regarding the avenue to pursue the appeal process through the external appeals process. This is initiated with contact to the Director of Dental Nursing Australia. A small charge of \$50.00 applies to this application, which will be refunded if DNA are found to have used inappropriate methods of assessment of appeal and complaint.

Should the student be dissatisfied with DNA whole complaints and appeals process, they can contact DEWRR through the ESOS mailbox esosmailbox@dest.gov.au or through the ESOS helpline (02) 62405069.

We look at impartial procedures that are fair and open. Good clear communication with the use of mediators where possible.

You will maintain student enrolment under the internal and external complaints and appeals process. Unless the external appeals process has been reached for misbehaviour. You will be provided with learning material throughout the process of Complaints and Appeals process.

At any stage during the dispute as part of DNA Internal complaint and appeals process. The conciliator can become involved. Though, will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute ourselves.

The following is the complaints/grievance procedure adopted at DNA:

Internal

1. You may discuss your complaint/appeal with any Lecturing Staff Member, Managers or Director of DNA.
2. A mediation discussion session will be arranged with the Lecturer concerned and Manager or Director.
3. If you cannot resolve your complaint/appeal, you will be encouraged to lodge a 'complaints, appeal form', within the next 20 days, which will be reviewed and recorded by the Director of DNA. This will be commenced within 10 working days of your application.
4. You will be offered the opportunity to discuss your complaint/appeal with the Director once you have received the report.

External

5. If you still cannot resolve your Complaint/Appeals you will be offered the opportunity to apply to the "External Complaint and Appeal process. DNA independent Complaints/Appeals adjudicator. They will look only at the way in which the internal appeal was conducted; they will not make a determination to what the subject result should be. They are independent to DNA.
The RDAEG INC will collect information and make an analysis with a final decision or outcome. (RDAEG INC - Regional Dental Auxiliary Education Group Inc Chairman Dr Ros Franklin and Vice Chairman Dr Michael Poli.)

Complimentary to our own International Process

If no further resolution has resulted by either party we may consult the independent Conciliator or at any stage during the dispute as part of DNA Internal complaint and appeals process. The conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute ourselves.

The Conciliator details:

Department of Education Services
International Education Conciliator
Anne Duncan, Ph: 94411900
Anne.duncan@des.wa.gov.au

Department of Education Services
Senior Conciliation Officer
Alison Miller, Ph: 94411900
Alison.miller@des.wa.gov.au

The conciliator will deal with issues relating to:

- Institutions services and facilities
- Content and standard of education services
- Amount of refunds paid to students
- Quality of instruction
- Academic progress of students
- The conduct of international students
- Welfare services
- Information concerning part-time employment opportunities
- Accommodation provided by or advertised by an institution
- Suspension and expulsion of overseas students and
- Any other matters deemed appropriate by the conciliator.

Process and practice used by the conciliator include

- Hearing grievances from international student and from institutions with international students.
- Mediating and conciliating the resolution of grievances
- Chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge
- Advising student and institutions of further legal channels available to them
- Liaising with institutions on matter concerning the provision of pastoral care and counseling for international students offered by the institutions
- Liaising with institutions on the procedures for resolving grievances offered by the institutions
- Liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern international students

Maintaining a public relations function with institutions and agencies on matter which concern or may concern international students

6. In all the cases a 'complaints resolution' must be completed and signed by the Student and by the Director of DNA.

Internationals : If you are an International student you will also have the opportunity to see the Independent Complaints/Appeals Conciliator at the Department of Education Services in Perth as discussed on page 41 and 42.

Please note that DNA has a separate Appeals Procedure which relates to assessment decisions in academic work completed.

Assessment Appeals procedure

Candidates have the right to challenge the assessment decisions made by the assessor on a unit of competence. The following steps are to be followed if a candidate wishes to exercise this right.

- The candidate should first discuss his /her opinions with the Assessor / Lecturer.
- A mediation meeting will be arranged with the Student, Lecture and Manager or Director. To try and provide a resolution which may involve eg: remarking, further assessment opportunities, assessment under different conditions.
- If still not satisfied with the decision the candidate may appeal to the DNA internal appeals / complaint process.
- An appeal must be made in writing to the Manager within twenty working days of this notification.
- DNA have 10 days to commence proceedings, these will be reviewed and documented.
- If an agreeable outcome is not achieved, DNA will advise the student they can apply to the external appeals/process.
- RDAEG INC will review the method and structure of the initial appeals and complaints process, they will not provide an outcome on the material under review.
- Comprehensive records will be made of the appeal and subsequent actions and findings.
- In all the above cases a 'complaints resolution' must be completed and signed by Student and by the Director of DNA.
- If you are an International student you will also have the opportunity to see the Independent Complaints/Appeals Adjudicator at the Department of Education Services in Perth.

If no further resolution has resulted by either party they may consult the independent Conciliator or at any stage during the dispute as part of DNA Internal complaint and appeals process. The conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute ourselves.