

Student Handbook



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Welcome

Thank you for choosing to study with Daisy Learning.

Please take the time to review this handbook and keep it in a safe place in case you need to refer to it during your studies. We appreciate and value your business and we are confident that you will find your chosen course to be a valuable learning tool.

If you require any further course information or have any questions or comments during your course, please feel free to contact us on the details provided below.

In Person	5/7 Plaza Parade (Plaza Links), Maroochydore
By Post	PO Box 1760, SUNSHINE PLAZA QLD 4558
By Phone	07 5479 6301
Absentee Mobile	0411 592 900
By Email	admin@daisylearning.com.au
Go to our website	www.daisylearning.com.au
Virtual/Online support	0402 435 332 or email: virtual@daisylearning.com.au

Business registration details:

Legal Name:	Ysiad Group Pty Ltd trading as Daisy Learning
Registration no:	40497
ABN:	27 278 378 101

We wish you the best with your studies.

Regards,

Ruth Noordijk

Chief Executive Officer (CEO)

Daisy Learning

Our Vision

To contribute toward exemplary service for people receiving support due to ageing, disability or any other reason, by providing the best possible training, resulting in students who become proficient, considerate and inspired workers.

Our core values

We embrace the opportunity to make a difference to:

- Daisy Learning team members
- learners at all stages of their journey to a new career
- the people who will ultimately be supported by our learners
- the organisations we partner with who share our commitment to exemplary service to people who require support

By:

- providing quality service and training that exceeds expectations and compliance requirements
- embracing diversity in all forms
- having fun while being the best at what we do
- showing respect, humility and integrity
- being innovative and challenging the status quo
- being flexible, responsive and supportive

Daisy Learning Code of Practice

As a Registered Training Organisation Daisy Learning operates within the VET Quality Framework which is regulated by Australian Skills Quality Authority (ASQA).

Our commitment to educational standards:

The policies and practices of Daisy Learning are adopted to maintain high professional standards in the management, marketing and delivery of education and training which safeguards the interest and welfare of learners and public by:

- marketing the courses with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems
- ensuring that learners have access to adequate orientation, counseling and remedial education, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of learners from different backgrounds
- acting with integrity in dealing with learners, past, present and with the general public
- ensuring that the facilities are conducive to the success of each learner and that the learning environment is maintained to the highest standards
- ensuring that the training/assessment staff has the necessary qualifications, industry experience and instructional skills to effectively tutor learners within specific courses

Daisy Learning will ensure that the content of the course syllabus is relevant to the needs of Training Packages, individuals and industry standards and that the theoretical and practical elements of the course directly relate to current industry needs.

Access and equity

Access and equity policies are incorporated into operational procedures. Daisy Learning prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- LGBTQI (Lesbian, Gay, Bisexual, Transgender, Queer or questioning and Intersex)
- Age

Daisy Learning encourages learners with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Privacy notice

Under the Data Provision Requirements 2012, Daisy Learning is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by Daisy Learning for statistical, administrative, regulatory and research purposes. Daisy Learning may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a learner survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Enrolment process

- We provide clear information on the qualifications / courses that we offer. This includes the training and learning outcomes; any required skills or knowledge as well as any additional training pathways.
- Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs. All information collected is kept confidential and subject to our Privacy Policy in this Code of Practice.
- At enrolment and during the course we provide learners access to our student handbook to ensure all learners are aware and understand the information contained herein.
- We will at any time welcome questions relating to the student handbook, code of conduct and training / assessment requirements to ensure clarity.

Unique Student Identifier (USI)

Each student's Unique Student Identifier (USI) is a mandatory requirement of full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) enrolment and competency issuance data.

Students must provide their USI and give permission for Daisy Learning to access USI information for the duration of their course, as is required to meet compliance requirements.

Learner's Code of Conduct

Rights and responsibility

The adult learning environment at Daisy Learning encourages and supports the participation of people from diverse backgrounds. Our aim is for each learner to have an equal opportunity to learn in a supportive environment.

Learner rights

Daisy Learning recognises that learners have the right to:

- Expect Daisy Learning to provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all Daisy Learning services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.
- Learn from fully qualified, competent and diligent Trainers/Assessors who observe their responsibility to address learners' learning needs, assist them to achieve the course outcomes, and assess their learners' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.

- Expect Daisy Learning will be ethical and open in their dealings, their communications and their advertising.
- Expect Daisy Learning will observe their duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of learner records in accordance with the organisation’s policies, to the extent permitted by law.

Learner responsibilities

Learners are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at the time of enrolment, and to advise Daisy Learning of any personal changes to their address or phone numbers within 7 days.
- Paying of all fees and charges associated with their course and providing their own course requirements where applicable.
- Reporting absenteeism whenever possible prior to the start of the class.
- Producing a doctor’s certificate for all sick days where more than two consecutive days are taken, in the case of face-to-face training. Absenteeism may result in units not being completed, or competencies not being achieved and further face-to-face training for the units missed to be conducted at a later date.
- Sign in and out when attending courses held in Daisy Learning training rooms.
- Allowing Daisy Learning permission to view, access and update your USI (Unique Student Identifier) details.
- Recognising the rights of staff and other learners to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Maintain a high standard of personal presentation at all times. Please ensure that you dress appropriately (no offensive or revealing clothing).
- Ensuring they attend classes sober and drug free. Smoke in designated areas and ‘butts’ are placed in rubbish bin.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to Daisy Learning CEO.
- Respecting Daisy Learning and Employer property and observing policy guidelines and instructions for the use of equipment.
- Participate in all training activities and carry out tasks requested by your trainer/assessors to the best of your ability.
- Complete assessments as required. Blue or black pen only, no white-out to be used. Assessments must be the work of the learner.
- Not cheating / plagiarises in course work / assessments submitted for assessment. Complete cover sheet in full.
- Completing vocational placement with an employer where required and in a professional manner.
- Returning books issued by Daisy Learning, that remain the property of Daisy Learning, in good condition. No highlighting or marking of books.
- Replacing lost or damaged books, at a cost to the learner.
- Being aware of wage rates. The aged care, community services industry wages vary from state to state. Information regarding current remuneration is available on the Internet.
- Seeking clarification of their rights and responsibilities when in doubt.
- Keeping training areas and facilities clean and tidy at all times.
- Mobile phones are to be kept on silent and not to be used in class. In case of emergencies, learners must excuse themselves and use the phone outside of the class.

- Learners must refrain from eating during class time.
- Using appropriate and respectful language in all locations of Daisy Learning and when representing Daisy Learning.
- Completing all requirements including assessments and vocational placement, within a reasonable amount of time. Daisy Learning considers 6 months to complete training/theory and 4 months after the course end date (the date classroom training finished) reasonable unless we have been advised of a valid reason for non-completion and have agreed to an extension of time. If we have made attempts over a fortnight to contact you and have not received a response, you will be withdrawn from the course and will have to re-apply to continue. Re-application to complete the course must happen within 12 months of the course end date and a fee will apply. After 12 months you will be required to re-enrol.
- Students completing Certificate III qualifications must complete within 12 months unless there are extenuating circumstances. Students who for any reason has taken longer than 12 they will be assessed to determine if they will require re-training.

Traineeship responsibilities

- Attendance at face-to-face training and work placement is mandatory. While it is sometimes unavoidable that some sessions may be missed, each missed session will make achieving the qualification within the time frame set out in the training plan more difficult.
- Trainees are given one month to complete assessment tasks, as a guide and the trainer will collect the completed assessments from the learner at the beginning of the next session.
- Contact your employer if you are unable to attend on the job training.
- Contact your trainer/assessor if you are unable to attend face-to-face training, off the job training or structured training sessions/workshops.
- Absenteeism may result in units not being completed, or competencies not being achieved. Excessive absenteeism may result in your removal from the program. Excessive tardiness may result in you being marked absent for that training session.
- Discuss any concerns that you have regarding your progress throughout the training program with your trainer/assessor.
- You may receive a “National Student Outcomes Survey” inviting you to participate. The purpose of this is to quality check the processes and outcomes of Australian recognised qualifications.

Learner conduct and etiquette (disciplinary information)

Daisy Learning expects learners enrolled in all courses to behave in a professional and respectful manner with regards to fellow learners, trainers, staff and clients at organisations where they may be placed during their work placement. Unacceptable behaviour by anyone will have significant consequences.

Unacceptable behaviour includes but is not limited to:

- Bullying
- Disruptive behaviour
- Emotional, psychological or physical violence or abuse
- Coercion, harassment and / or discrimination
- Aggressive / abuse behaviour
- Unreasonable demands and undue persistence
- Cheating / plagiarism
- Stealing
- Behaviour that would be offensive, belittling, abusive or threatening to another person

- Not observing policies and procedures at any organisation or facility while enrolled in any course.

In the case of minor breaches, a warning will be given. In the case of major or repeated breaches, penalties will be imposed immediately, and the learner may be withdrawn and requested to immediately leave.

The CEO will oversee all disciplinary matters.

Fees will not be refunded.

Malicious damage to equipment and/or stealing materials or products **will result in instant dismissal**. The decision of the CEO shall be final and binding upon all parties.

Dress code

Learners are required to dress as if they were in the workplace in the Community Services sector. You will be engaging in activities such as manual handling, so must be dressed appropriately. Clothes must be clean, and comfortable. Shirts that allow movement and do not have pieces that will get in the way of providing personal support, for example, long shorts or full-length pants and closed in non-slip shoes.

NOT acceptable clothing includes (but is not limited to):

- Active wear or leggings or jeggings
- Strappy tops
- Tops that show bare midriff
- Short shorts
- Skirts and dresses (not suitable for manual handling)
- Pants with the waist band below the hips
- T shirts with offensive slogans
- Clothing that is too tight, too short or too revealing

Rules for use of Daisy Learning computer equipment

- All computer hardware is to be used for training/assessment only.
- Learners must not disclose passwords to others.
- Learners are not to tamper with the systems set-up or to add or remove software.
- No food or drinks are to be consumed or brought into the computer area.
- Non-educational games and music CDs are not to be used on any computer.
- On completion of work on the computer and printer, all paper, including printouts, must be removed or placed in the bin.
- There should be no defacing or damage to the computer hardware or associated furniture.
- Documents should only be printed after the print preview has been used to check the document, a spell check has been done and the document/draft is completed.
- Vandalism is defined as 'any malicious attempt to harm, modify and destroy', therefore it is strictly prohibited to vandalise any other user's data, Daisy Learning network or other networks that are connected to the Internet. This includes the uploading of viruses and attempting to hack into Daisy Learning system.
- The trainer/assessor has the right to refuse use of computers.
- Daisy Learning reserves the right to check all USBs, portable drives, CD's and computers bought into Daisy Learning for inappropriate material.
- Daisy Learning's network is for the sole purpose of storage of workplace and learner data related files. The Network Administrator has the right to delete any non-related training/assessment files.

Rules for acceptable use of the Internet

- The Internet is to be used for training/assessment work only. Learners must be able to demonstrate that the use is a valid component of their research or classwork.
- All learners are expected to abide by the generally accepted rules of network etiquette. They must be polite when communicating with other people. This will include: not swearing, using vulgarities or inappropriate language.
- Learners must respect Daisy Learning and other's rights relating to privacy and confidentiality. They must not give other people any information about themselves other than their name. Similarly, they should not provide any information about any other member of Daisy Learning community.
- The work of other persons is theirs alone. When using the Internet as a source of information, a complete citing of the reference, including the web address and date should be given. Plagiarism is unacceptable, if another person's work is used it must be acknowledged in accordance with copyright regulations. Learners must not download or post information and assume authorship of the material.
- Learners are not to deliberately access, display, download or send unacceptable or illegal material (racist, sexist, violent, anti-social, obscene or pornographic).
- Learners are to avoid libelous criticism of other people or organisations. While debate is encouraged, libelous criticism can result in legal penalties.
- Learners are not to access chat sites.
- If a learner chances upon unacceptable material, they must switch the screen off and inform the trainer/assessor immediately.
- Passwords are to be strictly confidential.
- Copyright laws apply to certain Web Sites - learners must abide by copyright rules.

Computer/internet usage sanctions

Sanctions for breaches of Computer / Internet Rules and Responsibilities may include the following:

- restricted access to network facilities
- withdrawal of privileges to network facilities
- learners may be held responsible for the cost of damage to computer equipment

For more serious breaches, the Student Handbook – Learner Conduct and etiquette (disciplinary information) guidelines and procedures will be followed. *Refer to Student Disciplinary Policy Academic Misconduct and Plagiarism Policy.*

Structure of courses

As a general rule, training courses or programs are divided into various subject areas. These subject areas are called modules or units of competency.

Within each module or unit, there is a series of learning outcomes that reflect the skills or competencies that you will need to be able to demonstrate that you can do in order to satisfy the assessment requirements.

Competency based training

Competency-based training relies on four areas to be effective – Skill, Knowledge, Understanding and Attitude.

Some people are very good at applying skills but do not understand why they are required to complete the tasks. Other people have a great deal of knowledge but are unable to put it into practice.

Being competent in competency-based training and assessment means that you can learn and retain knowledge, understand how it fits into the big picture and your organisation AND put it into practice in the workplace in line with their standards and procedures.

Competency-based training requires staff to gain knowledge/understanding of workplace standards and procedures and then put them into action.

Training materials

The training resources are to be used as a guide only in learning new skills and knowledge. They are not to be used to change workplace policies/standards or procedures. Training resources should encourage you to look at your workplace and discover the policies/standards and procedures.

There may be instances when your training will deal with an area you are already familiar with in your workplace. This does not mean you can skip past that area, but it may help you to understand and work through the material faster.

Never assume you already know how a skill is done, or assume you know an answer. You need to find the correct information. Asking questions of your trainer and your employer helps you to become a confident and valuable team member.

Recognition of qualifications issued by other RTO's.

Daisy Learning recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisations.

Learners may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competence from a National Training Provider.
- Successful completion of RPL application and process.

Recognition of qualifications issued by other Registered Training Organisations does have a limited lifespan.

If the qualification/Statement of Attainment is currently listed on Training.gov.au and is still a component of a qualification that the learner wishes to undertake, recognition of qualifications issued by other registered training organisations must be given.

If the qualification/ Statement of Attainment held by the learner has been superseded and is no longer on Training.gov.au or is not the version required by the qualification into which the learner wished to enrol, this policy does not apply.

In such situations, recognition of prior learning would be the appropriate way to proceed.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available for all Units of Competency. The learning outcomes of each unit provide the RPL benchmarks. Learners may receive full recognition or advanced standing for the competencies required for a course or module.

Learners requesting RPL must obtain and lodge an application including application fee for "Recognition of Prior Learning".

Successful applicants are notified promptly of the RPL application outcome, to either process further with the application submission or be directed to complete training. *Refer to Fee Overview*

Management & administration

Daisy Learning has policies, procedures and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees. Our refund policy is fair and equitable. Learner records are managed securely and confidentially and are available for learner perusal on request.

Marketing & advertising

Daisy Learning ensures any marketing of vocational education and training products is done so with integrity, accuracy and professionalism. We make every endeavor to avoid vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Quality management focus

Daisy Learning has a commitment to providing quality service and has a strong focus on continuous improvement. We value feedback from learners, staff and employers for incorporation into future programs.

Administrative contacts

Occasionally learners may have comments, questions, suggestions or other matters. In order that we may better assist our learners, we suggest, that the learner speak with their trainers and or administration staff.

The trainer can often assist with any individual subject problems a learner may encounter. **The trainer can only** comment on his/her subject not on other subjects.

The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Student Handbook" refer the question to administration staff.

Change of name/address/telephone number

Upon change of name, address or telephone number, the learner is required to notify Daisy Learning with the relevant information.

The change must be advised in writing stating the previous address and the new address.

No responsibility will be accepted by Daisy Learning for failure to follow the above procedure.

Training that meets your needs

Daisy Learning guarantees once you have commenced your course, training/assessment will be provided to completion for the course.

Daisy Learning is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course require any assistance or support please discuss these needs with Daisy Learning staff and we will do our best to help.

If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs where applicable.

If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Note that any information you tell us in relation to your needs will remain confidential and only used to support you.

Assessments

Daisy Learning accepts responsibility for the provision of quality of training assessment in compliance with the Standards for Registered Training Organisations (RTO's).

All courses have some form of assessment. This can be any/or all, of practical, theory, assignments and/or written and/or verbal assessments.

Learners are required to sit all assessments at the designated time.

Any learner failing to comply with assessment protocol (which includes cheating) will be brought before the CEO and will face disciplinary action.

Learner guidelines for completing assessments:

1. Learners must address the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.
2. Referencing
 - Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.
3. Accuracy of spelling, grammar and punctuation
 - Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Learners should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read assessment before handing in.
4. All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the CEO and dealt with accordingly. Learners may keep a copy of their assessments prior to submission.
5. The cover sheet must be fully completed.
6. Any additional material to the provided assessments must have the learner's name and unit code written at the top of the sheet and must be securely attached to the provided assessment.
7. Learners who request, may receive assessments in word documents.
8. All assessment materials must have learner name and unit code.
9. Only blue or black biro to be used. No erasable biros or pencil. No whiteout
10. Written assessments must be neat and legible.
11. Typed assessments must be neatly formatted so that it will be easily understood and followed by the trainer.
12. 3 attempts are allowed, and each attempt must be on a new sheet of paper or re-attempt sheet. NO changes are to be made to the original assessment.
13. All completed assessments e.g. A, B and Practical, must be handed in to administration staff together with the Learner Guide.
14. Trainers will be available after each class to offer further assistance and re-try's should be done during this time.

More information specific to the assessment is on the 2nd page of the cover sheet of each assessment.

Assessment outcomes

A learner is deemed competent when all outcomes are successfully completed within a module or unit of competency.

The stated outcomes in competency-based courses are:

- **Competent:** The learner has demonstrated competency in all learning outcomes.
- **Not Yet Competent:** The learner has not demonstrated a satisfactory outcome in all learning outcomes and further information, or further evidence is required. Your assessor will always give you feedback to help you if this is the case.

Retries

Any areas that have not met the standards at assessment time will be given extra time for re-assessment and if required re-training. Daisy Learning will work with you to meet your individual needs to help you achieve competency.

Work placement

For certain qualifications, completing work placement is an integral and compulsory part of your training and assessment.

The partnership between you the learner, Daisy Learning and the organisation hosting your placement is a mutually beneficial one, in which each party plays a part in making your work placement enjoyable and worthwhile.

Students must be aware of the following requirements and expectations for work placement.

1. Daisy Learning will arrange placement for learners, as much as possible to be convenient for the learner but will not guarantee, for example, to place the learner near where they live. Daisy Learning will work with learners to arrange placements with specific organisations if the learner has an existing relationship with that organisation. You must advise if you have a relationship with a client at any organisation to prevent a conflict of interest.
2. You will be expected to work as part of the team, according to industry standards and requirements and to follow organisational policies and procedures.
3. Your schedules will be aligned with the workers who will be supervising you, so that you are able to experience the required range of tasks, and to give you an insight into what it will be like to work in the industry. You must be prepared to undertake shift work, this may include starting at 6am and finishing as late as 11pm.
4. Prior to placement, you will be given training with relevant information and expectations, and clear guidelines in how to complete your Work Placement Assessment Record. Your trainer/assessor and Daisy Learning administrations staff will be there to answer questions and provide support throughout your work placement.
5. You will be required to complete a **minimum of 120 hours** for a single qualification. The number of days that this will take will vary depending on the organisation you are placed with. E.g. if you work 7.5-hour days = 16 days.
6. You must be dressed appropriately, clean and well groomed.
7. Workplace standards, policies and procedures must be observed. This includes no smoking policies and no mobile phone policies

8. Learners are expected to have exemplary conduct during placement as per the Learner's code of conduct in this book. Specifically, regarding work placement students must:
9. Be on time for shifts and tell someone if you need to leave the area you are working in for any reason
10. Work as part of the team
11. Be respectful of co-workers and clients
12. Use appropriate communication skills
13. Not use inappropriate language
14. Where is the line?
15. If you are uncomfortable with what is asked of you. Say so.
16. Bullying is NOT ACCEPTABLE
17. Acknowledge and respond to constructive criticism.
18. Demonstrate an understand of the organisations approach.
19. Observe professional boundaries
20. If you aren't sure about anything. ASK
21. If you are sick, you must not attend placement. Contact the organisation as soon as you can to let them know you will not be in.
22. More information on your placement is available in the Work Placement Evidence Record book.

Special circumstances

Special circumstances may apply for some learners:

HIV positive

It is possible to work in the aged care sector with HIV. The learner would need to declare the condition to management so that they are not assigned to work with people with low immune conditions, open wounds or with people who were infectious as the learner's immunity may not cope.

Pregnancy

Provided there are no known health complications, a pregnant learner may work in community services. It is generally considered still safe to work up until around 34 weeks pregnant. An emphasis on safe manual handling practices would apply.

Absenteeism and medical certificates

Daisy Learning defines absenteeism as not attending a scheduled activity.

Learners are required to notify the office of non-attendance via phone or email.

Non-attendance of 2 days or more requires a medical certificate.

Flexible forms of assessment

Daisy Learning has facilities to provide flexible forms of assessment as required, for learners in proven extenuating circumstances.

The learner must apply in writing to the CEO with details of the circumstances.

The CEO will assess the application, and the learner will be notified in writing of the outcome.

Assessment results

Learners are notified of assessment results with a photocopy of the Assessment cover sheet in the Learner's pigeonhole (for learners attending Maroochydore campus). For other campuses the trainer will advise learners of their results.

Assessment results may be discussed with the trainer after class.

If you do not agree with assessment results, you may appeal. See Complaints/Appeal procedures.

Copyright and intellectual property

Daisy Learning holds copyright for all Daisy Learning materials, including Learner Guides, Power Points and assessment material, processes and procedures.

Any person who is found to have shared confidential information or copyrighted material without permission or who has stolen company property (including documents and/or intellectual property) will be prosecuted to the full extent of the law.

Issuing of qualifications

Daisy Learning is responsible for the issuance of certification documentation (Certificates, Statements of Attainment) according to the AQF (Australian Qualifications Framework).

Upon successful completion of all requirements of your qualification including completion of all assessments and work placement, and outstanding monies owing to Daisy Learning, you will be issued with a certificate or statement of attainment either in person or via post within 14 days.

Access to learner records and participation

Daisy Learning is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your learner file or discuss your progress in the course, please arrange at time with Administration staff and they will be more the willing to help you.

Complaints and Appeal Procedures

All complaints and appeals are taken seriously, and their findings incorporated into procedures as appropriate. To view the Complaints and Appeal policy please see Administration staff.

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

1. The appellant should discuss the complaint / appeal with the person involved to try and resolve it verbally.
2. If no resolution is reached, the appellant should discuss the issue / complaint / appeal with their trainer (if appropriate) to see if it can be resolved.
3. If still no resolution the appellant should put the following information relating to the complaint or appeal in writing:
 - a. description of the complaint or appeal
 - b. state whether you wish to formally present your case
 - c. steps you have taken to deal with the it
 - d. what you would like to happen to fix the problem and prevent it from happening again
4. The appellant brings the complaint or appeal to the attention of a staff member within seven (7) days of the issue taking place.
5. Daisy Learning staff must ensure that a record of the date of each action is recorded on the complaint / appeal form.
6. The Appellant must be advised of progress.
7. If longer than 60 days, the appellant must be advised of reasons for delay.
8. If the complaint or appeal is not dealt with to the appellant's satisfaction within the seven (7) day period, they may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO receives written notification from the appellant about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
9. *Note* an Assessment Appeal will take 21 days for written outcome to be provided to the appellant.
10. Should the issue still not be resolved to the appellant t's satisfaction, Daisy Learning will make arrangements for an independent third party which could be an organisation, body or person identified and agreed by all parties to review. Costs associated with this service will be payable TO the party to whom the independent Reviewer finds in favour, i.e., If we are at fault, we pay the fees. The appellant will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
11. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
12. If the appellant is still not happy after external mediation, they may choose to take their complaint to the Australian Skills Quality Authority (ASQA) Refer to ASQA website and follow the online guide to make a complaint <http://www.asqa.gov.au/>
13. All documentation relating to complaints or appeals should be archived for audit purposes.
14. Daisy Learning CEO will be person responsible for the implementation and maintenance of the policy.

Fees and charges

Information on fees, charges and refunds are clearly documented in our **Student Fees Overview**. If you have not been provided with the Fees Overview for your course, please contact Administration Courses and course fees are not transferable.

To secure a position, payment is required upon enrolment. The enrolment cannot be processed without payment of the calculated fees for the enrolled course. Further information can be found in the **Student Fees Overview**.

The CEO reserves the right to refuse the application of any student and subsequent monies will be returned to the applicant.

If the applicant is under the age of 18, a Parent or Guardian's signature is necessary.

A Registered Training Organisation (RTO) is required to take no more than \$1,500 prior to course commencement. Following course commencement, an RTO may accept payment of additional fees in advance, but only such that at any given time, the total amount required to be paid, which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500. To comply with this condition, Daisy Learning may take up to \$1,500 deposit and remaining outstanding fees during the course as shown on the schedule below. Daisy Learning will safeguard any money paid by you in advance for your course by not using funds until the course has commenced.

Fees and late payments

Refer to Fees and Refund Policies and Fee Overview for details.

Refund policy

Daisy Learning has the following policy regarding refunds of fees to students. Daisy Learning offers a fair and equitable refund policy that complies with all legislative requirements. The policy is outlined within the pre-enrolment information on the attached Student Course Units and Fees form and is discussed prior to enrolment. All students are required to sign their acknowledgement and agreement of this Refund Policy upon enrolment.

As a Student you are required to pay the Non-Refundable Enrolment Fee upon enrolment which is calculated according to the course you are enrolled in and your funding options.

Course fees refunds will be determined depending on individual circumstances and are outlined in the **Student Fees Overview**.

Note: For Government funded programs, the student contribution will be regarded as the Non-Refundable Enrolment Fee. Your student contribution fee is a required for you to be eligible to receive government funding for your course.

Cancellation of course or program by Daisy Learning

Should Daisy Learning cancel a course for any reason, participants enrolled at the time the cancellation is announced will be entitled to a full refund. This will incur no administrative charges.

Participants who have completed units, including the required assessments and work placement, that have been assessed as competent prior to the cancellation announcement will be issued a statement of attainment. The cost of training for the competent units will be deducted from the refund at the rate per unit set out in the **Student Fees Overview** and in the Student Course Units and Fees.

Withdrawal/Forfeit prior to course or unit commencement

If you withdraw from a course before the commencement of the course, the Non-Refundable Enrolment Fee will be withheld with any additional payments refunded in full.

If an employer has made a partial payment for an employee to participate in study under a Government funded program and the employee cancels enrolment before commencement of their course, a full refund will be made to the employer.

Withdrawal after course commencement

Should you withdraw for any other reason other than illness with less than two weeks' notice, 50% of your total course cost will be forfeited with any outstanding balance to be paid by the student.

Should you withdraw with more than 2 weeks' notice, the Non-Refundable Enrolment Fee will be withheld. The cost of training for any completed units will be payable at the rate per unit set out in the **Student Fees Overview** and in the Student Course Units and Fees.

Withdraw due to illness or hardship

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, Daisy Learning may, at its discretion, allow a refund of the course fees, less the Non-Refundable Enrolment Fee.

The following conditions apply:

- Participant must produce satisfactory evidence of the circumstances of their withdrawal (medical certificates, etc.)
- The Participant will forfeit the Non-Refundable Enrolment Fee.
- Withdrawal must take place prior to the expiration of the course.

Withdrawn due to unacceptable learner behaviour

Learners who are withdrawn due to unacceptable learner behaviour, will have the same rules for refunds as learners who have **Withdrawn after course commencement** applied.

Legislation

Work Health and Safety Procedures

Daisy Learning understands its responsibilities to learners, staff and CEO, to ensure a safe and healthy academic and working environment. Daisy Learning operates according to appropriate Work Health and Safety standards and procedures.

First aid kits are located in the offices of Daisy Learning. These are accessible during training if required via your trainer or administration.

Key points of Acts for learner awareness

Daisy Learning is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. If you would like to know more information on how legislation affects your participation in education and training, please contact Daisy Learning. Legislation we are subject to includes (but is not limited to):

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces.

The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Privacy Act 1988

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT).

For information on privacy regulations in Queensland and in other states and territories, visit: <http://www.privacy.gov.au>.

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes.

For more information regarding the Copyright Act 1968, go to: www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards.

For more information, visit: <http://www.comlaw.gov.au/Details/C2012C00143>

Anti-Discrimination Act 1991

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by QTS Education Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation.

For more information, go to: http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services.

For more information, visit: <http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

For more information, visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

Commission for Children and Young People and Child Guardian Act 2000

The object of the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland.

For more information:

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CommisChildA00.pdf>

For further information regarding the above legislation or to search for other legislation, visit the Office of the Queensland Parliamentary Counsel (OQPC).

These various acts are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site www.austlii.edu.au. Staff and clients should keep aware of the above requirements through such means as orientation, staff and client meetings, handbooks, bulletin and notice boards.

ACCESSING STUDENT SUPPORT COURSES

These courses are self-paced and will issue you with a certificate of completion.

All students must, depending on their qualification, complete;

- **Orientation** for Certificate III or Certificate IV
- **Work Placement** for Certificate III

We offer other professional development courses, that are free (Gratis). These are not required. You may complete any that interest you.

15. From your browser open <https://daisylearning.com.au>
 - a. Select **Daisy Student Support** from the side menu.
 - b. Enter the **Password** (ask Student Administration staff for the current password). > **Enter**
 - c. Click **Continue**
16. This will take you to the Learning management platform, **Log in**, or **create a new account** (see instructions below) if this is your first time.



<input type="text" value="Username / email"/>	Forgotten your username or password?
<input type="password" value="Password"/>	Cookies must be enabled in your browser ?
<input type="checkbox"/> Remember username	
<input type="button" value="Log in"/>	

Is this your first time here?

Please check your email Junk folder if you do not receive a verification email.

17. Click on the course and enter your password > **Enrol me**
18. You are now ready to start your course. Read the directions in the course to complete.

Creating a new account

19. Click on **Create my new account**

The name you enter here will be the name that prints on your certificate.

New account

[▼ Collapse all](#)

▼ **Choose your username and password**

Username !

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as *, -, or #

Password !

▼ **More details**

Email address !

Email (again) !

First name !

Surname !

City/town

Country

There are required fields in this form marked !.

20. Click on **Create my new account**

Daisy eLearning

Home / Confirm your account

An email should have been sent to your address at **marysmith222@gmail.com**

It contains easy instructions to complete your registration.

If you continue to have difficulty, contact the site administrator.

21. Follow the directions to **confirm your registration** > **Continue**

Thanks, Student 1

Your registration has been confirmed

[Continue](#)

After you have logged in

3. Click on the course you would like to complete
4. Click **Enrol me**
5. From here follow the course instructions. Each course is different. For example, the Orientation course has instructions for completing the course. You can click on any of the Orientation links or the Start button to get started.
The course will take you to the next activity all the way through. Using the orientation course as an example again. You will complete the orientation lesson, then the Photo and Video Permission and then the Certificate.



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