

# Student Handbook

CERTIFICATE IV

## Design of Kitchens, Bathrooms and Interior Spaces

[MSF40313]

## Preface

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available.

An up to date copy of the Student Handbook is available:

- on the DTA website [www.designertraining.edu.au](http://www.designertraining.edu.au)
- or by contacting the National Office by email on [info@designertraining.edu.au](mailto:info@designertraining.edu.au)

## Contact Details

Enquires about any information contained in this booklet is available from DTA by contacting:

Whenever trying to make contact by phone to either the general office or directly to Student Support, please leave a message if our personnel are unable to answer the phone. Whilst we make every attempt to take calls, there are always instances where we are unable to answer a high volume of calls at the same time. Please either leave a voice message or send an email immediately so we can assist you.

### DTA – National Office

Please contact the National Office for queries relating to:

- Enrolments
- Accounts
- Course enquiries

**General phone line:** 1300 725 850

**Post:** PO Box 2273, Chermside, QLD 4032

**Email:** [info@designertraining.edu.au](mailto:info@designertraining.edu.au)

**Web:** [www.designertraining.edu.au](http://www.designertraining.edu.au)

**Business Hours:** 9am to 5pm Monday to Friday (AEST)

### DTA - Student Support

Your first point of contact during your enrolment is your Course Co-ordinator. Contact details including a mobile phone number will be provided upon commencement.

Student Support hours are 9am to 5pm Monday – Thursday. Appointments can be made for after hours contact. To contact Student Support outside business hours it is best to text, email or leave a message on the mobile phone. These messages are checked regularly and will be passed onto your Course Co-ordinator.

## Introduction and Welcome

Welcome to Designer Training Australia (DTA) and thank you for selecting our organisation complete your training. Designer Training Pty Ltd T/A Designer Training Australia (DTA) is registered training organisation (RTO 32284) specialising in training for the home improvement and building industry.

DTA are regulated by the Australian Skills Quality Authority (ASQA) ensuring nationally approved quality standards of courses and training are met.

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience.

Our trainers are fully qualified and have a wide range of experience in the industry to support you in your study.

## Purpose of handbook

The purpose of this Student Handbook is to provide you with information to assist you in resolving any questions that you may have during your study. This handbook should be read in conjunction with the Course Information and the Course Guide for your course.

## Student induction and acknowledgement

If you do not understand something, please contact the National Office on 1300 850 725 to speak to one of the friendly DTA team. By completing, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

*We wish you all success in your  
learning with DTA.*

## Privacy

DTA understands the importance you place on your privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act 2001 and where they apply to our dealings with you, the student.

DTA maintains your personal and academic information for the purposes of registration, to monitor academic progress and as evidence to support the issuance of qualifications. DTA maintains these records for the legislated period to enable retrieval of records as required.

Without your written consent, DTA will not release your information to a third party other than a designated authority.

In some instances, we may be required by law to make your information available to others, such as registering bodies from state or federal government departments. In all other instances, we will seek your written permission.

## Enrolment

DTA will confirm your enrolment via email upon receipt of your fully completed and signed enrolment form, payment of your administration fee and receipt of your signed Payment Plan.

### Deferral

Course deferment will only be considered within the first three (3) months of enrolment. Students can defer for a maximum of six (6) months. Please refer to the Fees and Charges Schedule for the deferral fee. Any Payment Plan will be suspended for the duration of the deferment period.

### Course Extension

When enrolling, students are given a maximum enrolment period which includes additional Flexi time to allow students to manage their work and family commitments. All students will also be given a Training Plan with suggested timeframes for the completion of assessments and progress through the course.

If students are unable to complete their course in this timeframe the following options are available

1. Extension

Where a student has medical grounds or extenuating circumstances they can apply for an extension of time to allow them to complete the course, by completing a Request for Extension form. This should be submitted 4 weeks before the end of the enrolment period. Whilst DTA will support all students where possible, there is no guarantee of a Request for Extension being granted.

Where enrolled in the full qualification the maximum extension is 8 weeks.

2. Continuing enrolment period

Where no further extensions are available and a student prefers to continue with their studies rather than reenrol in the course, they can complete a Request for Continuing Enrolment Period. This form should be submitted as early as possible to avoid the enrolment being closed.

## Course Transfer

A student may transfer the unused portion of their course fees to another course with DTA or another person within the first 6 months of their enrolment period. The unused portion will be calculated either by the time enrolled in the course or the number assessments submitted (whichever is the greater). The enrolment fee is not transferrable and is applicable to all enrolments.

Where a student transfers their fees to another course, this can remain as a credit and will be available for a 12 month period.

Signed Payment Plans remain in place and are a legally binding contract. Where the course is transferred to another person, the original Payment Plan will be cancelled upon finalisation of the new enrolment (including receipt of a new Payment Plan).

Course fee transfers do not affect Payment Plans which remain in place for the duration of the agreement. Any Payment Plans remain in place unless another person takes the enrolment via a Course Transfer and makes arrangements with DTA to cover the fees.

To find out how much of your course fees can be transferred, please contact DTA.

## Fees, Charges and Refunds

Requests for refunds must be submitted in writing to the Enrolments Coordinator and emailed to [info@designertraining.edu.au](mailto:info@designertraining.edu.au)

Any requests will be approved or declined within 5 working days. Approved refunds will be processed within 10 working days of the decision outcome.

### Payment of Fees and Charges

A non-refundable administration fee is due and payable upon receipt of the enrolment form. Course fees incorporate all other fees related to the provision of training, such as electronic learning resources, assessments and access to trainers through student support.

Course fees are due and payable as specified on the tax invoice and/or on the Payment Plan issued. Students may apply for adjustments to a Payment Plan. All requests are subject to the approval of the Executive Officer.

### Refund Policy

A full refund of course fees paid to date applies in the event that DTA cancels a course prior to the course commencement. The administration fee is also refundable under these circumstances only. In the unlikely circumstance that DTA are unable to provide the service, refunds will be processed within 7 days and paid to a nominated bank account by direct bank transfer.

Where a student advises DTA in writing of their withdrawal from a course 10 or more working days prior to course commencement the student can request a full refund of course fees paid to date. The administration fee remains non-refundable.

In the case of a student withdrawing from a course due to illness or extenuation circumstances, DTA may, at its discretion, review the circumstances and consider revised payment arrangements.

The following conditions apply:

- The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal.
- DTA will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the course in the allocated time.

Refunds are not given where the student changes their mind or is unable to complete the course including where they:

- are finding the course too difficult
- are having issues accessing the online course material
- are moving house
- are no longer employed in the industry
- have changed jobs or is no longer employed
- have decided to plan a holiday
- have a change of circumstance due to family illness

DTA have a number of support options in place and understand that circumstances sometimes change and cannot be planned for. With this in mind DTA offer Flexi -time to accommodate this.

If you are experiencing any issues listed or similar to those above, please contact your Course Co-ordinator who can assist in supporting you.

#### Additional Resource Costs

Clients and students are advised prior to or at the time of enrolment of any additional materials and/or resource required to complete the course.

## Resource Requirements

You will need to refer to the relevant Course Information (available on our website or by contacting the National Office) as to what resources may be required to complete your chosen course.

## Student welfare and guidance

If you are experiencing any personal difficulties or difficulties with your studies, please communicate with your Course Co-ordinator. They will be able to assist and let you know how we can support you during your studies.

## Study Arrangements and Flexible Delivery

DTA courses are delivered by distance education, allowing flexibility for students to complete their training and assessment at a time and place that suits them. Self-paced, distance education requires you to be committed and to allocate sufficient study and research time towards your course.

We recognise that not everyone learns in the same manner, and that with an amount of 'reasonable adjustment', students who may not learn best with traditional learning and assessment methods will still achieve good results. We will endeavour to assist you achieve your required competency level by making any adjustments required to meet your learning needs, where the adjustment is reasonable and is within our ability.

You will need to refer to the relevant Course Information and Course Guide (available by contacting the National Office) as to how the course is structured and what modes of study are incorporated. The Course Information indicates approximately how many hours per week you will need to spend doing self-directed study, where applicable. This may vary depending on your level or previous knowledge and how quickly you can locate or access resources.

## Language, Literacy and Numeracy (LLN) Assistance

All our standard course material contains written documentation and in some instances, you may be required to submit written assessment items. For some courses, limited numerical calculations may also be required.

We recognise that not all people have the ability to easily read, write and perform numerical calculations to the required standards of a course. We will endeavour to assist you to achieve your required competency level by taking into consideration any language, literacy or numeracy difficulties you may have, and accommodating these where reasonable and within our ability.

If you would like to complete a questionnaire to review your level of language, literacy and numeracy, please contact DTA Enrolments.

In the event where additional support is required we can refer you to an appropriate, external support provider.

## Assessment

### Methodology and procedure

DTA ensures that all strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course; will be conducted in accordance with the principles of assessment and the rules of evidence; will meet workplace and, where relevant, regulatory requirements; are systematically validated and have been developed through effective consultation with industry.

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. For most DTA courses, you will be required to undertake assessment of a theoretical nature, undertake web-based research, and demonstrate skills which would normally be used in the working environment.

## Assessment results

When undertaking assessments, you will be given a result of:

- Successful
- Review and resubmit or
- Unsuccessful

Whether you satisfactorily complete an assessment item or not, you will always receive relevant feedback from your trainer.

All units of competency have multiple assessments and you should refer the Competency Flowchart which is available upon enrolment to show which assessments contribute to which units of competency. Upon completion of all assessments which contribute towards a unit of competency you are awarded with either:

- Competent or
- Not yet competent

On completion of your training, you will receive:

1. Where the qualification has been completed in full, a Certificate awarding you the qualification accompanied with a Record of Results which details the units of competency which you have completed along with the outcome code of how you achieved competency; or
2. Where the qualification has not been completed in full
  - a. An unofficial transcript listing all units with outcome codes
  - b. A Statement of Attainment where you have completed and been deemed competent in units of competency but you have not successfully completed all units towards a full qualification. The Statement of Attainment is a list of units completed in full and does not contain outcome codes.

### Outcome Codes which may show on transcripts

Outcome Code	Meaning
C	Competent after successfully completing the required assessments
CT	Credit Transfer applied from previous training
W	Where is student has not completed all assessment items during the enrolment period
CNA	Competency not achieved / fail (only issued where all assessments have been submitted, but the student was deemed unsuccessful in any assessment that contributes towards competency of that unit after all attempts)
SUP	Superseded subject (only used where a Training Package has been updated and a unit code has changed) Unit will be replaced with new unit.

## Submitting authentic work

All work submitted must be your own work. DTA may verify authentic assessment in the following ways:

- student confirmation and declaration
- workplace supervisor verification
- additional verbal questions given to students on a random basis
- comparison of work style and quality for all work undertaken

## Acknowledgement and plagiarism

Plagiarism is using someone else's work and pretending it is your own work. Without proper acknowledgement of the origin, source, or ownership of material it is a form of cheating. When work is submitted for assessment in any form, it is a fundamental expectation that the work being submitted is the sole work of the individual.

While general discussion is recommended and encouraged to allow a better understanding of a topic or the requirements of an assessment item, assessment submissions must be your own work, for example written in your own words without assistance from the trainer/tutor or others. Submitting an assessment which is a result of a 'joint effort' where the task is required to be completed individually, is called collusion and is unacceptable.

Cheating in any form will not be tolerated. Where cheating is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

In the event of a student found to be cheating and a penalty imposed, the student has the right to appeal against the charge if they believe the accusation is unjust. The appeal must be lodged in writing within seven days of imposition of the penalty to their Course Co-ordinator. An open meeting involving all parties will then be arranged so that evidence can be reviewed and a decision concerning the appeal can be made.

## Assessment records policy

DTA is committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our students' privacy.

Students final results and details of Statements of Attainments, Qualifications and Records of Results issue are kept for a period of no less than 30 years. The actual assessment items are kept for 6 months from the date of being deemed Competent or Not Competent.

Access to individual student assessment records will be limited to those who require them for specific purposes, including:

- trainers and assessors for the purpose of updating records for students with whom they are responsible for
- management and administration personnel as required for the purposes of smooth and efficient operation of the RTO's business
- officers from the Australian Skills Quality Authority (ASQA) or their representatives

- those permitted by law for the purposes of subpoena, search warrants, social services benefits, or evidence act etc
- where students authorise release of specific information to third parties in writing

### Academic appeals

Any appeal will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Grounds for an appeal are deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by personnel of DTA in relation to the following processes:

- Enrolment
- Education and training delivery, curriculum
- Exams and assessments, a training/competency assessment, recognition of prior learning
- Student progress
- Issuing of results, testamurs and/or statements of attainment and awards or
- Any other activities associated with the delivery of education, training and assessment

All academic appeals are to be lodged in writing to the Course Co-ordinator at [student@designertraining.edu.au](mailto:student@designertraining.edu.au) within 14 days. A written statement of the outcome of the appeal will be provided within a further 14 days of receipt of the appeal.

### Recognised Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience, or by some other means. DTA encourages you to apply for RPL where you think you may have sufficient evidence to demonstrate competence in a unit (or components of a unit) without having to undertake formal training. You must be able to show throughout this assessment process that your knowledge and skills are current and can be applied at the time you apply.

All applications for RPL are to be submitted to [student@designertraining.edu.au](mailto:student@designertraining.edu.au) with the subject: "<your full name> - RPL Application") at the time of course enrolment to ensure that they are processed in a timely manner prior to course commencement. Please note, if you are granted RPL you will not be issued with the course notes or curriculum for that unit.

There is a cost associated with RPL applications and at time of enrolment you will be advised of the cost associated to an RPL application. If you are granted RPL for a unit/s this may reduce your study/training time.

The evidence submitted for an RPL assessment may include, items such as:

- work examples/records
- records of workplace activities
- third party reports from supervisors
- certificates/qualifications
- diary/journal
- practical demonstration in the workplace.

## Credit transfer

If you have completed structured training which consisted of units with content identical to those in the course you are enrolling in, you may be eligible for credit transfer. You must be able to show that your skills from the previous training are still current. There is no cost associated with a credit transfer.

All applications for credit transfer are to be submitted to the [student@designertraining.edu.au](mailto:student@designertraining.edu.au) with the subject: "<your full name> - Credit Transfer Application" at the time of course enrolment to ensure that they are processed in a timely manner prior to course commencement. Please note, if you are granted credit transfer you will not be issued with the course notes or curriculum for that unit.

## Code of conduct

DTA provides training services in a spirit of cooperation and mutual respect. When having any interaction with others, we ask that you please be courteous to each other, to our personnel and to all people who you encounter.

Please consider and abide by these basic rules:

- all students must comply with all reasonable requests and requirements made by DTA personnel
- no student should attend any class (including private online classes) while under the influence of alcohol or any drugs (prescribed or otherwise)
- any form of discrimination, bullying, or harassment or any obscene, offensive or insulting language or behaviour will not be tolerated
- disruptive behaviour is unacceptable and will not be tolerated
- any breaking of any state or federal law will be reported to the relevant authority

If a trainer or personnel of DTA is unhappy or dissatisfied with the behaviour or performance of a student, the trainer or personnel has the authority to:

- warn the student that their behaviour is unsuitable or unacceptable
- immediately cancel the class

If a student wishes to express a complaint in relation to any disciplinary action taken, they have the opportunity by contacting the Training Manager.

Personnel of DTA are expected to maintain a professional and ethical working relationship with their fellow personnel, management and students. Any breach of our disciplinary standards will be raised with the Training Manager, and where necessary the Executive Officer, and the appropriate action will be taken.

## Students' rights and responsibilities

### Rights:

- To be listened to
- To be treated with respect
- To learn unhindered by disruptive behaviour
- To be given adequate information about course and trainers' expectations
- To be given adequate notice to prepare for assessments
- To be provided with a reasonable level of adjustment made to assist your successful completion of the course if you have a disability
- To receive co-operation from other students
- To receive support from other students in maintaining a safe and supportive learning environment
- To have work assessed on merit alone
- To receive timely and effective feedback concerning assessments
- If under 18, that training be provided in an appropriately supervised environment at all times

### Responsibilities:

- To provide a safe and supportive learning environment for fellow students and trainers
- To treat all students and trainers with respect, regardless of gender, race, culture, sexuality, disability or age
- To listen to others
- To complete work in a timely manner
- To recognise that people are not all the same – treating everybody the same is not necessarily fair
- To co-operate with fellow students and trainers
- To use appropriate language and behaviour at all times and present themselves in a fit state to learn

## Issuance of Compliant Qualifications

DTA issues to students who have been assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET Statement of Attainment (as appropriate) that meets the Australian Qualifications Framework requirements; identifies the RTO by its national provider number from the National Register; includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

Before qualifications are issued you will be requested to complete and return an ASQA learner questionnaire.

## Harassment and discrimination

We are required under Australian law to ensure that we provide a workplace and learning environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that our personnel and students feel valued, respected, and treated fairly.

We will ensure that all of our personnel understand their roles and responsibilities in creating such a workplace and learning environment through a process of communication, mentoring, and by setting the expected behavioural example. All of our personnel are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

### Principles:

- All personnel and students have a right to work and learn in an environment free from any form of harassment and discrimination.
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination (including victimising and bullying) is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- If any personnel are informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals will be respected and confidentiality maintained.
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint should be victimised.
- Personnel and students should not make any frivolous or malicious complaints. All personnel and students are expected to participate in the complaint resolution in good faith.

### Definitions:

**Bullying:** Unwelcome and offensive behaviour that intimidates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include: verbal abuse; physical assault; unjustified criticism; sarcasm; insult; spreading false or malicious rumours about someone; isolating or ignoring a person; putting people under unnecessary pressure with overwork or impossible deadlines; and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**Confidentiality:** Refers to information kept in trust and divulged only to those who need to know.

**Discrimination:** Treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious

beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

**Harassment:** Unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

**Racial harassment:** Occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language, ethnic region, or a racial characteristic. It may include: derogatory remarks; innuendo and slur; intolerance; mimicry or mockery; displays of material prejudicial to a particular race; racial jokes; allocating least favourable jobs; or singling out for unfair treatment.

**Sexual harassment:** Verbal or physical sexual conduct that is unwelcome and uninvited. It may include: kissing; embracing; patting; pinching; touching; leering or gestures; questions about a person's private or sexual life; request for sexual favours; smutty jokes; phone calls; emails; facsimiles or messages; offensive noises; or displays of sexually graphic or suggestive material.

**Victimisation:** Punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint or to have supported someone who has made complaint.

## Access and equity

DTA is committed to ensuring that we offer training and assessment opportunities to all people on an equal and fair basis, including:

- women where under-represented.
- people with disabilities.
- people from non-English speaking backgrounds.
- Indigenous Australians.
- rural and remote students

All students will have equal access to our training and assessment services irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

DTA personnel and students will be informed about:

- treating students equitably and in accordance with relevant legislation and policies
- the appropriate action to be taken if harassment or victimisation occurs
- complaint mechanisms available to a student who is harassed or victimised because of their learning needs.

### Reasonable adjustment

If required, DTA will make 'reasonable adjustment' to accommodate student needs.

Adjustment is reasonable if 'it balances the interests of all parties affected'. The test for 'reasonableness' takes account of the:

- student's needs
- student's views
- effect of the adjustment on the student
- effect on anyone else
- costs and benefits of the adjustment

Where adjustments are identified the Course Co-ordinator will apply strategies to provide the same educational opportunities available to all students, while maintaining the integrity of the course.

Specific strategies may include, but not be limited to:

- modification to premises
- modification to, and/or the provision of, equipment - for example, adaptive technology equipment, or a bi-lingual dictionary
- the provision of information in appropriate, accessible formats - for example, in Braille, or the inclusion of subtitles on audio visual material, large print, coloured paper, digital recordings
- adjustments to course delivery and/or assessment strategies in ways that do not compromise the requirement to demonstrate essential skills or knowledge - for example, extending due dates for assignments, the substitution of one assessment task for another of equivalent academic merit, the provision of interpreters or scribes, further contextualising of course content.

## Occupational Health and Safety

The Queensland Work Health and Safety Act 2011 and Regulations (2011) describes the duty of care we have to provide a safe and healthy working and learning environment for our personnel and students, and our duty of care to take reasonable care for the health and safety of others within the workplace.

The following procedures and standards must be observed to help achieve a safe working and learning environment:

- maintain a safe, clean and efficient working and learning environment
- implement procedures and practices in a variety of situations in accordance with the state and local government health regulations
- store and dispose of waste according to health regulations
- clean walls, floor and working surfaces to meet health and safety standards
- check all equipment for maintenance requirements
- refer equipment for repair as required
- store equipment safely
- identify fire hazards and take precautions to prevent fire
- maintain safe lifting and carrying techniques
- ensure student safety at all times
- recognise and report all unsafe situations

- display first aid and safety procedures for all personnel and students to see.
- report any identified health and safety hazards to the appropriate person as required.

## Complaints

In receiving and dealing with complaints and feedback, DTA is committed to and guided by the principles of:

- ensuring complaints procedures and processes are easily accessible and understandable.
- ensuring timely and fair consideration of all complaints with a view to facilitating fair solutions
- ensuring all complaints are treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.
- clearly communicating with complainants about the status of an investigation into a complaint.
- ensuring complainants are informed promptly of decision and reason for decisions.

DTA encourages you to raise initial problems or issues at the time they occur/arise with the person concerned in an attempt to make resolution. Where this course of action is not able to provide an equitable solution or the problem or issue persists, an official complaint should be lodged in writing within 14 days of the event or issue to which the complaint pertains. Receipt of a complaint or feedback will be acknowledged within five working days.

All student complaints should be lodged in the first instance with your Course Co-ordinator at [student@designertraining.edu.au](mailto:student@designertraining.edu.au)

## Transition to Training Packages

To ensure that you are only training in current courses, DTA manages the transition from superseded training packages within 12 months of their publication on the National Register.

DTA will issue written notifications to you detailing the training package changes, impacts on you and the options that are available to you.

## Fee Schedule

Fee Description	Amount	Fee Application
Certificate Reissue (includes Record of Result)	\$80	Request of a re-issue of a Certificate for a qualification. All Certificates are issued with a Record of Results detailing the units of competency achieved
Reissue of a White Card	\$50	Request for a re-issue of a White Card which has been lost or damaged
Statement of Attainment Reissue or by request	\$50	Request of a re-issue of a Statement of Attainment Request of a Statement of Attainment issued mid course or prior to the completion of a course of study
Course Extension Fee 1 month (After Flexi-time has been used)	\$350	1 month course extension (total of 3 months inclusive of marking and administration time)
Course Extension Fee 4 months (After Flexi-time has been used)	\$950	4 months course extension (total of 6 months inclusive of marking and administration time)
Re-assessment Fee	\$80	Where a student remains not yet competent after 2 attempts, and wishes to have an assessment marked a 3 <sup>rd</sup> time they can request a re-assessment during their current enrolment period
Recognition of Prior Learning	Varied	The charge for RPL is generally the same as the enrolment fee
Credit Transfer	No charge	Where a student has completed the same unit and is able to produce a Statement of Attainment or Record of Result from another Registered Training Organisation, they are awarded Credit Transfer and are not enrolled on that unit of study Please note where a student is enrolled in a cluster there may not be a discount for Credit Transfer
Deferral Fee	\$200	Course deferral within the first 3 months of a course for a maximum of 6 months

*This document is current 1st January 2017*