



Participant Handbook

Australian Academy of Dental Assisting Pty Ltd

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Introduction

Welcome to the Australian Academy of Dental Assisting (AADA), and congratulations on your decision to enrol in a vocational course with our training organisation.

AADA provides Nationally Recognised Training in:

HLT35015 Certificate III in Dental Assisting

This handbook has been developed to assist with the administrative processes of which you need to be aware to achieve smooth enrolment and acceptance into your program.

Our trainers and assessors are highly qualified and have extensive experience. All our trainers and administration staff are committed to one goal and that is your success.

Commitment

AADA's commitment to the principle of access and equity in vocational education and training, ensures that we meet the goal of the Australian National Training Authority to improve the knowledge, skills, and quality of life for Australians, while having regard to the needs of target groups.

In keeping with this commitment AADA will ensure that our programs and services are relevant, accessible, fair and inclusive to the Australian community in a manner that includes and reflects the diverse client population.

We strive to ensure that all prospective students are well informed on the options available to meet their individual training needs, increasing the skills base of the community to improve employability in line with the skills requirements of industry in Australia.

We will implement a fair educational program and provide culturally inclusive literacy and numeracy assessment that meets individual, community and industry needs.

AADA undertakes to eliminate any policies, practices, structures, and behaviours that may contribute to disadvantages suffered by persons both in employment and in education.

General Information

Physical Address	1/25 Watland Street Springwood Qld 4127
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Telephone	1300 022 320
Email	info@aada.edu.au
Website	www.aada.edu.au

Code of Practice

The Australian Academy of Dental Assisting (AADA) is committed to providing the most up to date industry approved training program in Dental Assisting to allow students to develop fully in this chosen field. We provide the following assurances for best practice in the field of training and education:

- Fair access will be made available to persons wishing to join a program being conducted by AADA
- All persons enrolled into a program being conducted by AADA will be invited to provide feedback to the organisation both informally and in formal feedback sessions
- Any participant or client who feels that they have not been dealt with fairly may request that the National Manager reviews the matter and a decision made.
- All students enrolled with AADA will be treated fairly and equitably.
- Our assurance is to provide current training standards delivered by industry experienced and qualified personnel.
- AADA will offer nationally recognised units from the Health Training Package
- AADA undertakes to follow the guidelines as published by the Training and Employment Recognition Council and will adhere to ASQA (Australian Skills Quality Authority) and principles provided in the Further Education Act 2014
- Students on successful completion of a unit of competency from within a program will be eligible to receive a Statement of Attainment.
- For candidates who complete the required competencies within a program to equal a qualification, a certificate will be issued.
- AADA will comply with Commonwealth and state laws with regard to EEO, Anti-Discrimination and WH&S.
- In addition, AADA will follow the National Privacy Principles.

Marketing and advertising of course information

AADA will ensure that its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration. In the provision of the information, no false or misleading comparisons are drawn with any other training organisation or training product. AADA will not advertise or market in any way qualifications or units of competency that are not on the scope of registration.

AADA will ensure that it has the appropriate human and physical resources to deliver and assess any course currently on the RTO's scope of registration. Should AADA lose access to these resources we will provide students with alternative opportunities to complete the course and qualification.

Legislative requirements

AADA, will observe all Australian, state and territory laws governing Vocational Education and Training and meet the legislative requirements of the:

- Education (General Provisions) Act 2006
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968 (2006)
- Education (Work Experience) Act 1996
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Privacy Act 1988 (2014)
- Information Privacy Act 2009

Students requiring any further information, please contact AADA Manager.

Fees, Charges and Delivery of Training

It is advised that participants be already employed within a Dental Practice, in order to undertake this program so that practical skills may be gained within the work environment. The underpinning theory of the learning resources and online assessments will further support the student while progressing through the course.

Students who meet eligibility to enrol in the course under the User Choice Program in Queensland will be charged subsidised fees as listed below.

Concession rates apply for students who hold a current Health Care Card or who identify as Aboriginal or Torres Strait Islander.

Subsidised Fee:	\$1,028.80
Concessional Fee:	\$ 411.52

Non-subsidised Course

Non-funded students will be charged a fee for service cost of \$4,500 which is payable in instalments of \$1,500.

Cancellation

Students who wish to cancel their enrolment part way through a training must notify AADA in writing at the earliest possible opportunity if consideration of fee reimbursement is required.

Formalise your skills program

The same program is available to participants who have been working in the industry as a Dental Assistant, and have practical and theoretical skills within industry, but would like to formally acquire certification in HLT35015 Certificate III in Dental Assisting. This program is available for \$2,200.

Rolling intakes are accepted and no attendance at a campus is required. Participants will undergo training at their own pace.

The online assessments for this program are interactive, informative and are the most recent version of this qualification, having been developed by an eminent Brisbane dentist.

Upgrade Infection Control Skills

This short course is available to those who wish to upgrade their skills in Infection Control, or those who wish to attain knowledge and skills in this area. There is a limited and competitive price of \$375 for the two modules from HLT35015

Refunds

Refunds are payable for students providing that the notice of withdrawal from the course is received:

- Prior to course commencement date OR
- Within 14 days after course commencement date (cooling off period)

If a student has paid for a substantial amount of the course upfront and would like to withdraw entirely from the course, then a refund for all subjects not attempted by the student will be paid in full.

A refund cannot be provided for the withdrawal of units already commenced or completed by the student.

Student selection, enrolment and induction/orientation procedures

AADA will provide each student with information about the training, assessment and support services they will receive, and about their rights and obligations on enrolment.

The RTO Manager and associated Trainers and Assessors will induct all VET students with this handbook.

Discipline

AADA is committed to the development of skills in an adult learning environment, where students are encouraged to actively participate in the learning experience.

It is expected that the student will conduct themselves in an orderly manner in the workplace with respect to the business and colleagues within the work environment.

Should the participant behave in such a manner that may affect the running of the business, obstruct the learning process and cause discomfort to other colleagues, then AADA reserves the right to withdraw the participant from that workplace.

Qualification or accredited course information

Information pertaining to your qualification or accredited course can be sourced from course documentation provided by your Trainer and Assessor.

Information will include:

- Qualification or VET accredited course code and title
- Units of competency
- Entry requirements
- Fees and charges
- Course outcomes and pathways
- Work placement requirements (where applicable)

Student services

AADA will identify the needs of their students, and deliver services to meet their individual needs where applicable. The provision of educational services will be monitored to ensure that AADA continues to cater for student needs through review of the student training plan, as needed.

AADA will continually improve student services by collecting, analysing and acting on any relevant data collection through students providing valuable feedback through informal and formal processes e.g. through individual student assessment feedback, course evaluation feedback, quality indicators – student engagement surveys.

Students have access to a range of support services, which include the RTO Manager, trainers and assessors.

Provision for Language, Literacy and Numeracy assistance

All students will undergo a Language, Literacy and Numeracy process, prior to enrolment. This is to identify whether there is a need to provide further/ongoing support in this area. It does not prevent a student from enrolling in the course/program.

Access and equity

AADA is firmly committed to achieving best practice in the provision of vocational education and training in Australia. AADA acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training, employment and youth services all participants will be able to develop knowledge and skills to enhance life and work opportunities.

Competency based assessment

To be successful in gaining competency, students must demonstrate consistent application of knowledge and skill to the standard of performance required in the workplace.

Assessment conducted for all nationally recognised outcomes will involve assessment in continual evidence gathering mode.

The units selected in the program will have a range of skills that are required to be assessed, and this may include theoretical and practical (demonstration of) skills, and may also include your workplace.

Flexible learning and assessment procedures

The following represent the basic VET assessment principles of AADA. They are designed to promote fairness and equity in assessment.

- All students will be fully informed of the assessment procedures and requirements and will have the right to appeal
- Students will have access to their results throughout their course
- The assessment will cater to the language, literacy and numeracy needs of students
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining integrity of the outcomes.
- Opportunities for feedback and review will be provided to students.
- Students will be given clear and timely information on assessment.
- Information given to students on their assessment:
 - Advice about assessment methods
 - Assessment procedures
 - The criteria against which they will be assessed
 - When and how they will receive feedback

Re-evaluation of Assessments

Any enrolled student reserves the right to approach their assessor, in the event they wish to have their result re-assessed not later than 10 days after the results have been provided to the student.

Academic Appeals process

A student wishing to seek appeal against an academic decision shall adhere to the following avenues of appeal:

- Informal approach may be made to the trainer/assessor
- If the student is dissatisfied with the assessor's decision, the student has further right to appeal to the RTO Manager
- If the student is dissatisfied with the decision of the RTO Manager the student has the right to appeal to the Director

Irrelevant of the process undertaken to resolve the matter the appellant will be provided with a formal written statement of the resolution of the complaint or appeal and this will state the reasons for the decision.

Complaints and appeals procedures

Complaints and appeals are managed in a fair, efficient and effective manner. AADA will create an environment where the student's views are valued. Participants are to request a complaint/appeals interview with the RTO Manager.

- The interview will be conducted with the RTO Manager and an agreed witness.
- Further to the interview, a report will be made available to the participant which will outline the action to be taken.
- All efforts will be made to come to a fair decision that reflects the needs of the participants and the needs of AADA.
- Where no such agreement can be resolved, an independent negotiator will be engaged by AADA's expense to arbitrate the situation. Should a satisfactory resolution not be reached, then final arbitration will be sought from the relevant State Training Authority. The complainant has the right to appeal the decision in writing to the RTO Manager
- AADA will act upon the subject of any complaint found to be substantiated.
- Complaints can be raised with AADA on a confidential basis at any time
- Each complaint and appeal and its outcome is recorded in writing
- Each appeal is heard by an independent person or panel
- Each appellant
 - Has an opportunity to formally present his or her case
 - Is given a written statement of the appeal outcomes, including reasons for the decision

The RTO Manager retains a Register of Complaints, and any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Recognition of AQF qualifications and statements of attainment issued by another RTO

Credit is the application under national recognition, where a candidate holds a full qualification and Statement of Results or a Statement of Attainment in partial completion of a qualification, issued by a Nationally Registered Training Organisation and whose issued documents hold the Nationally Recognised Training Logo of that organisation.

AADA will accept and provide credit to participants who have completed same units of competency at other training organisations.

There is no charge for credit application, as the candidate has already paid for the recognition they hold (note: providing all currently required pre-requisites have been met)

Application for credit on prior competencies may reduce the amount of training to be undertaken, and consequently the duration of the course.

Arrangements for Recognition of Prior Learning (RPL)

The above refers to a process that assesses the competency of the RPL applicant by reviewing their acquired skills and knowledge and determines whether they have gained sufficient expertise and proficiency to meet the requirements specified in the training package or VET accredited course.

There are three methods of assisting in the process of RPL:

- **Formal learning** – refers to learning that takes place through a nationally accredited program that is linked to the attainment of an AQF qualification or Statement of Attainment.
- **Non-Formal learning** – refers to learning that takes place through a structured program that does not lead to acquiring certification. E.g. in-house training.
- **Informal learning** – refers to learning that may take place through work experience, hobby or leisure activities. E.g. learning for self-improvement.

The key point to understand about RPL is that it is based on the notion of evidence, particularly evidence that shows how the performance criteria of the program have been met.

It is a retrospective process which requires the candidate to link their experience and learning to very specific course requirements.

RPL – What to do next

If you believe that you have experience/training in the area of study within the program and would like to seek RPL, then you would need to provide evidence of records of training and work experience that you have been involved with in the past.

This may include:

- Copies of Certificates or Statements of Attainment
- Instruction manuals/books etc. that you have completed
- Diaries that indicate your involvement in the industry
- Membership and attendance at courses or functions related to industry
- Authentic references of your past work experience that lists your role as a professional within industry.

Unique Student Identifier

The Unique Student Identifier (or USI) is a reference number made up of 10 Numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and stays with you for life
- All students undertaking a VET Qualification are required to have a USI
- AADA will generate a USI on behalf of VET students with their permission and who have provided to us a copy of one of the following forms of identification:
 - Birth Certificate
 - Passport
 - Driver's License

Please Note: Candidates are required to provide town of birth.

Once the USI is generated an email will be sent to the student advising them that a USI has been created. The email will contain the USI and a link to activate the account.

To do so, students will be required to set a password and security questions, after which they will be able to log into their USI account. AADA will also record and verify the USI once it has been generated.

Students without a USI cannot be issued with a Certificate or Statement of Attainment.

More information regarding USI's is available at:

<https://www.usi.gov.au/documents/students-and-usi-factsheet-students>

Student access to accurate records policy and procedures

AADA is committed to regularly providing students with information regarding their participation and progress. Trainers and Assessors will maintain accurate and current records of each student's progress towards achievement of competencies.

Confidentiality procedure

Information about a student, except as required by law or as required under the VET Quality Framework, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age.

Employer contribution to learner's training and assessment

Wherever possible students must be employed in workplaces that provide the facilities and supervision to enable hands on learning in the competencies included in their training program/qualification.

Students in the workplace will have the opportunity to have their practical component of their course recorded – The Evidence Portfolio – and is to be signed off by a nominated workplace supervisor who holds a current Certificate III in Dental Assisting.

This record (evidence portfolio) may be used by the RTO assessor to support judgements of competency, which support the mandatory requirements of the Training Package or course.

Certification and issuing qualifications

AADA will issue to students whom it has assessed as competent in accordance with the requirements of VET accredited course, a VET qualification or VET Statement of Attainment (as appropriate) that meets the requirements of the Standards for RTOs 2015.

AADA will ensure that through the implementation of the AQF Qualifications Issuance Policy:

- Students will receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance.
- A clear distinction can be made between AQF qualifications and non-AQF qualifications.
- Certification documentation is used consistently across the RTO, and
- Students and parents/guardians are confident that the qualifications they have been awarded are part of Australia's National Qualifications Framework – the AQF.
- The RTO will establish anti-fraud mechanisms by including the RTO's own logo to ensure there is no fraudulent reproduction or use of credentials.

Replacement of Certification Documentation

AADA maintains a Register of Documents issued for 30 years from the date of issue.

This allows learners to request a reissue of their documentation should it be necessary later. The RTO ensures that this is stored in an accessible format electronically and kept securely.

- A reprint of the Certificate or Statement of Attainment generates a fee of \$50.00.
- Requests for a replacement must be in writing to info@aada.edu.au
- The replacement will be issued within 30 working days of receipt of the written request.

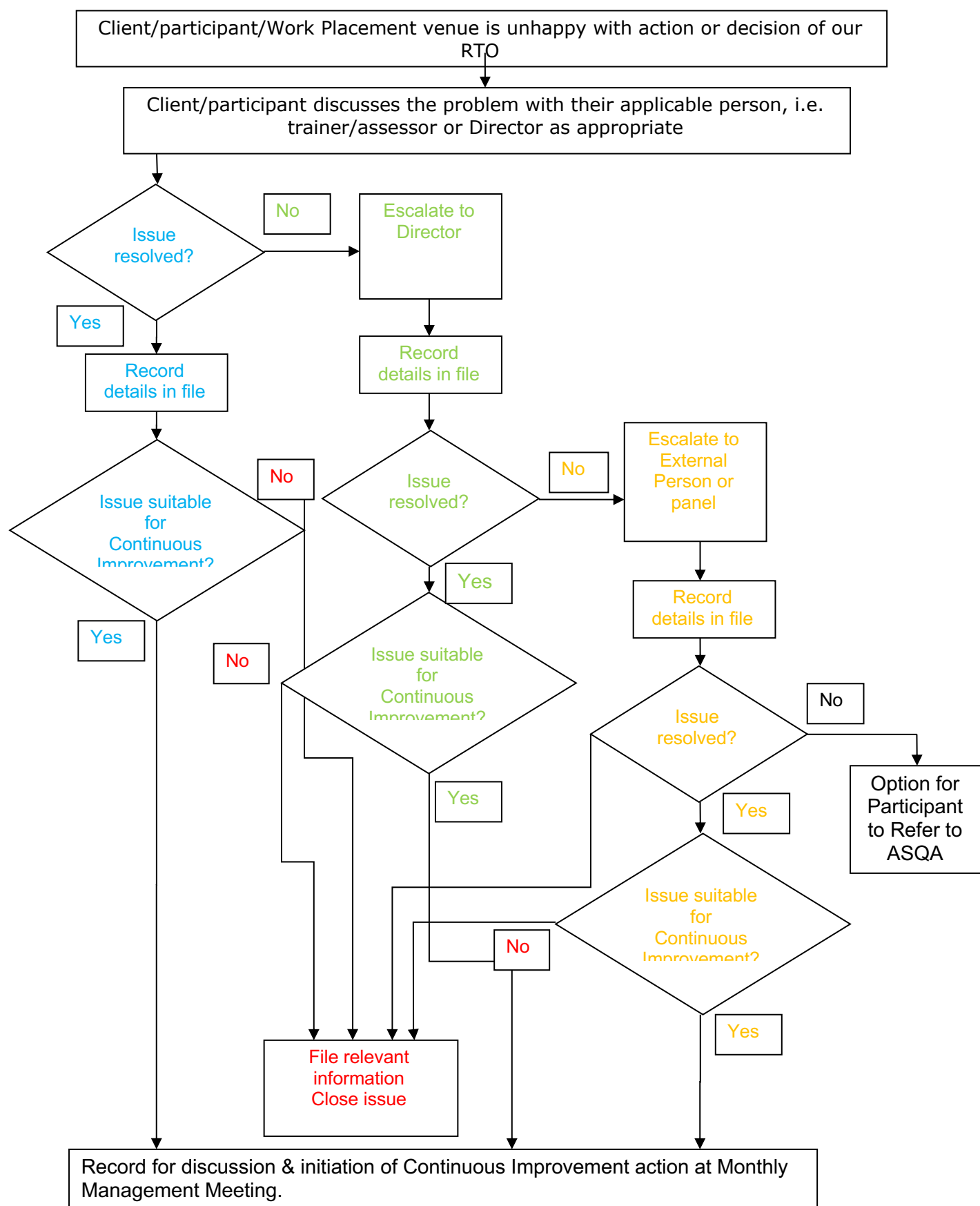
<http://asqa.gov.au/complaints/make-a-complaint---domestic-Participants/make-a-complaint---domestic-Participants1.html>

ASQA
GPO Box 9928
Melbourne VIC 3001
Ph: 1300 701 801 (9:00am – 7:00pm EST)
Web: enquiries@asqa.gov.au

A further option available to people and organisations is the National Training Complaints Hotline. This **number is 13 38 73** and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

Flow Chart Representation:



Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Participant Handbook, which outlines the conditions and my rights and responsibilities as a participant of Australian Academy of Dental Assisting Pty Ltd.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date