



Delta Institute Student Handbook



RTO 90250

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Welcome

Thank you for choosing Delta Institute as your registered training provider and allowing us to play such an important role in your learning journey.

As the Australian leader in evidence-based animal assisted services and education, we hold animal welfare and positive reinforcement training as core principles that guide our education and practice. Our Expert Advisory Committee as subject matter experts and custodians of our courses, ensure that the knowledge and skills you will learn is industry leading best practice that will set you up well, not only to be professionals in your field, but advocates for humane force free practices and positive reinforcement training.

We pride ourselves on professional, flexible learning and providing you with the best student experience possible to help you achieve your learning goals. I hope you find your studies to be engaging, challenging, valuable and rewarding. It is our goal that when you successfully complete your studies with us, you will enter the workforce equipped to achieve your career aspirations and meet industry needs in a confident and connected way.

We are here to help you make the most of your learning. We have created this handbook to help you understand your rights and responsibilities as a student before you commit to studying with Delta Institute. We also explain our obligations to you as a learner, as we endeavour to support you to reach your educational and training goals. Please take your time reading and understanding the information provided and ask any questions you may have.

I look forward to hearing of your achievements and wish you every success in your learning journey with the Delta Institute.



Melinda Farrell
Chief Executive Officer
Delta Institute | Delta Therapy Dogs

About Delta Institute

Delta Institute is a Registered Training Organisation (RTO ID: 90250) regulated by the Australian Skills Quality Authority (ASQA).

What We Believe

Our purpose is to help animals and people bring joy to each other. We believe that a better relationship between people and dogs will lead to a more enriched and fulfilled life for humans and dogs alike.

We strive to be the Australian leader in evidence-based animal assisted education in partnership with our trainers, assessors, members, volunteers, animals and community.

Positive reinforcement training and best practice education is at the core of our philosophy, underpinned by industry leading evidence-based research.

We Are Well-Established & Connected

Delta Institute is the educational arm of [Delta Therapy Dogs](#). Delta Therapy Dogs was established in 1997 as Delta Society Australia, with a firm belief in the positive impact of the human-animal bond. For as long as Delta has existed, we have delivered a course with the purpose of teaching people to become professional dog trainers who only use positive reinforcement training methods.

Delta Therapy Dogs is a registered charity that delivers animal assisted services including animal assisted therapy, animal assisted education and animal assisted activity in the largest program of its kind in Australia. Volunteer Therapy Dogs Teams undergo thorough suitability assessment and training before being placed with a partner hospital, aged care provider, disability service, health service, correctional facility or school to deliver ongoing programs to vulnerable beneficiaries in need.

We conducted the first Australian Government accredited Certificate IV course in dog training, the Certificate IV in Dog Behavioural Training (Canine Good Citizen), with the first students graduating in 2000. This course became the model for the development of the training stream of the Certificate IV in Companion Animal Services.

We have been an Australian Government registered training provider of the Certificate IV in Companion Animal Services since it was introduced as a qualification in 2004.

Our member community of Delta Institute graduates are a group of active and passionate positive reinforcement dog training professionals who believe in the Delta purpose and the evidence-based research that guides the Delta Way.

Delta Institute members agree to follow our [Code of Ethics](#) and [Best Practices Guidelines](#), and to undertake ongoing educational and professional development. They are committed to continuously improving their own skills, utilising and promoting evidence-based positive reinforcement training, and supporting present and future Delta Institute Trainers. When you complete the Certificate IV qualification with Delta, we encourage you to become a Member of the Delta Institute and join our community in setting the gold standard for the industry.

We intentionally connect with the broader community in order to deeply understand the needs of the general public, clients and industry, and to be able to train students in the knowledge and skills that will best set them up for success. We have collaboration arrangements with the Pet Professional Guild of Australia and the Australian & New Zealand College of Veterinary Scientists (Veterinary Behaviour Chapter) that help to enrich our student experience.

Delta Institute Expert Advisory Committee

The [Delta Institute Expert Advisory Committee](#) was formed to provide guidance and direction on the strategy and activities of the Delta Institute. The committee is made up of a veterinary specialist in behaviour medicine, behaviour veterinarians, and professional dog trainers with decades of real-life experience. They work in collaboration with the Delta Institute leadership team and Board of Directors to support Delta's academic excellence, best practice content delivery, and support and manage compliance obligations as an RTO delivering adult education in our specialty area of animal behaviour, care, management, and positive reinforcement training.

Our Team

Course Coordinators

Michelle Taylor

Customer Services Coordinator

Telephone: 02 9575 4194

Email: course@deltainstitute.edu.au

Lila Tillman

Academic & Operations Coordinator

Telephone: 02 9575 4194

Email: course@deltainstitute.edu.au

Academic Support

Alison Campbell

Trainer

Email: alison.campbell@deltainstitute.edu.au

Kate Denman

Trainer

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Izabela Lisiecka

Trainer

Email: izabela.lisiecka@deltainstitute.edu.au

Tracey Taylor

Trainer

Email: tracey.taylor@deltainstitute.edu.au

Our Courses

Dog Training the Delta Way

The Dog Training the Delta Way webinar is non-accredited training for those with an interest in dog training and enrichment. Industry experts provide the latest information and best practice in starting to understand dog behaviour and the benefits of taking a positive reinforcement-based approach to training.

ACM40322 Certificate IV in Animal Behaviour and Training

Our ACM40322 Certificate IV in Animal Behaviour and Training is designed for people who want to become positive reinforcement dog training professionals. The Certificate IV in Animal Behaviour and Training is made up of 16 units of competency over 24 months. Please refer to the Course Guide for specifics.

Supporting Our Students

Our responsibility to you as a student begins before you enrol. Prior to enrolment, you will have access to clear and comprehensive information about our course in the form of a Course Guide, this Student Handbook, and our website. They include details such as:

- course duration;
- course structure and key dates;
- location and mode of delivery;
- assessment types;
- available support services;
- course fees.

As part of the enrolment process, we conduct a pre-training review to ensure you understand the course details and can have your questions answered. It is also an opportunity to identify any additional support or special needs requirements. We discuss your educational and professional goals to ensure the course is appropriate, and opportunities for recognition are provided.

We will assess each case on its own merits, the nature and extent of the support services we provide or recommend may vary.

Special Needs

Where special needs or additional support requirements are identified the Course Coordinator may arrange appropriate internal support services such as:

- providing additional one-on-one support with a Trainer;
- applying reasonable adjustments to training and assessment practices e.g. learning materials provided in alternative formats such as larger print;
- flexible scheduling for assessment;
- identifying learning resources in our system and website as reference material;
- offering Information and communications technology support for online delivery;
- ongoing telephone and email support;
- any other services that Delta Institute considers necessary to support students to achieve competency that is within the Institute's capability to provide.

External Support

To support a student's learning journey Delta Institute may also provide referrals to external providers as needed, such as:

- external language, literacy and numeracy programs or other training programs e.g. Adult Migrant English or Living and Learning Centres
- referral to offsite counselling services, such as:
 - Relationships Australia 1300 364 277;
 - Lifeline 13 11 14;
 - Beyond Blue 1300 22 46 36.

If additional or special needs support attract additional financial costs for a student, this will be discussed when recommending services.

Learning Plans

To support your learning and track your course progression, standard Learning Plans are available in your Learner Portal.

Where special needs or additional support requirements are identified, Individualised Learning and Assessment Plans will be developed, implemented, monitored and evaluated throughout the term of your enrolment. Your plan is developed in partnership with you, your Trainer and the Course Coordinator.

Resources

Details for resources such as books and/or equipment required for a course can be found in the appropriate Course Guide.

Rights and Responsibilities

Our Obligations as an RTO

As a Registered Training Organisation (RTO) regulated by the Australian Skills and Quality Authority (ASQA) to deliver Vocational Education and Training (VET) products we have obligations to you as a student. This includes being responsible for the quality of the training and assessment we offer you in compliance with the Standards for RTOs, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation.

Professional Obligations

Our obligations to you as an RTO include:

- accurately representing the services we provide and the training products we are registered to offer;
- ensuring the information we provide you is both accurate and factual, including information on current course fees and payment plans;
- including our RTO Code on our materials;
- referring to a third party in our marketing material only if we have an agreement in place with that third party;
- informing you of the complaints and appeals process and making sure it's displayed on our website;
- ensuring the latest policy information is uploaded to our website;
- providing, where applicable, details of any other fees including but not limited to student services, amenities, goods or materials.

Course Progression

All Delta Institute students receive resources, scheduled Trainer facilitated sessions, and ongoing guidance to support their progress.

Access to the Learner Portal and Delta Institute's library of resources and materials is provided to you at your course commencement date.

Delta Institute monitors your course progress by identifying late submissions, having scheduled Delta Check-ins, Trainer feedback, and your own feedback and questions.

Assessment due dates are available in your Learner Portal and the assessment requirements for your course are in the Course Guide.

You are able to track your own progress and grades through your Learner Portal, which will provide you with information about both content and assessment progress and marking.

Further information relating to assessments can be found on page 18.

Quality Assurance

Delta Institute has a commitment to ensuring that it provides its students with a high-quality education service that meets the expectations and compliance requirements of current industry benchmarks and our regulatory body.

The Delta Institute Expert Advisory Committee is the custodian of our courses. The Committee is made up external specialists in the animal care industry who meet regularly to discuss the latest industry research, trends, governance and continuous improvement opportunities. It is through their expertise and guidance that Delta Institute's courses are developed, reviewed, validated and evaluated systematically to ensure they are compliant, of high quality and where applicable meet the requirements of the relevant training package.

Delta Institute also engages on an ongoing basis with other animal care industry specialists through its networks to ensure that we are at the forefront of evidence-based positive reinforcement training and animal assisted services.

In addition, Delta Institute consults with industry to ascertain the current industry skills needed to be held by Trainers and Assessors, and the range of professional development activity required to demonstrate vocational competency.

Our strategy for industry consultation for each product is contained in the Training and Assessment Strategy. Where possible industry representatives are invited to participate in relevant validation activities.

Our robust quality assurance framework includes a number of measures to ensure systematic quality review processes are in place:

- ensuring products on our scope of registration have been reviewed and validated externally as meeting current industry expectations prior to their release, ensuring that the Training and Assessment Strategy/Assessment Tools meet packaging rules and are informed by the needs of the learner group and industry, and are written in accordance with the principles of assessment and the rules of evidence;
- feedback mechanisms for students and Trainers via course surveys, learning support sessions, regular Delta Check-ins, monthly Trainer meetings. This feedback and monitoring is used to inform continuous improvement opportunities and actions;
- your feedback is important to us. You are encouraged to provide honest and constructive feedback through course surveys, or by contacting us at any time via course@deltainstitute.edu.au. Your feedback will be used to improve the delivery and assessment of our courses, as well as our customer service and support services.

- scheduled validation of our assessment tools, including reviewing the process and assessment judgements made by our Trainers, ensuring compliance with the Standards for Registered Training Organisations (RTOs) 2015 and the requirements of each unit of competency;
- evaluating the skills and qualifications of Trainers before hiring, as well as ensuring that Trainers undertake professional development and maintain currency in the industry;
- where needed providing supervision to Trainers.

Student Selection and Enrolment

Prior to the commencement of training and assessment Delta Institute provides advice to prospective learners about the training product appropriate to meeting their needs, taking into account the individual's existing skills and competencies.

Access and Equity

Student access and equity principles support Delta Institute's commitment to an inclusive and culturally safe learning environment. Our goal is to promote the personal growth and development of students with disability and culturally diverse backgrounds, and support and educate Delta Institute's community in matters relating to this.

We are committed to our students accessing fair, just, and inclusive participation in our courses, including:

- access and participation for all learners on the same basis as their peers;
- adjustments, where required, to enhance engagement and equitable outcomes for all students;
- culturally responsive and inclusive instruction, learning and assessment
- acknowledgment of the diverse bodies of knowledge, backgrounds, and families of all students.

These equity principles underpin and are embedded in all functions of Delta Institute. We approach students' diverse learning needs proactively in designing accessible and equitable learning and assessment programs.

If you would like to discuss any issues related to access and equity, please contact your Course Coordinator directly.

Recognition of Existing Skills/Qualifications

Under the Standards for Registered Training Organisations (RTOs) 2015, Delta Institute must recognise AQF Qualifications and Statements of Attainment issued by any other RTO. We must also recognise and assess the skills and knowledge you have acquired during your work and life experience. The underpinning precept of Recognition of Prior Learning (RPL) and Credit Transfer (CT) is that a student should not be required to undertake a unit of competency for which they are already able to demonstrate competency as outlined in the endorsed training package.

Credit Transfer

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, Delta Institute accepts and provides credit to students for equivalent units of competency (UOC) in which they have previously been deemed competent, where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation or;
- authenticated VET transcripts issued by the Registrar.

You can only apply for credit transfer for units that are linked to your enrolment and are on Delta Institute's scope of registration. If you would like to apply for a credit transfer, you must specify this in your enrolment form and during the pre-training review. You will be directed to complete a Credit Transfer Application Form and to attach the above supporting evidence.

Once Delta Institute has received your documentation you will be notified in writing of the outcome of your application within 15 working days. Where it is anticipated that an application may take longer than expected you will be advised of the reason for the delay.

Delta Institute adopts a blended structure to assessment design and therefore, even with a credit transfer, some assessments cannot be separated and will need to be submitted.

Please note that while we offer credit transfer for previously completed equivalent units; if we deem that the student requires further training and assessment, then we have the right to enrol you back into the unit/s and reassess.

If you have completed more than 50% of a qualification via another institution, it is not possible to apply for credit and receive your qualification from Delta Institute. In this case Delta Institute will issue a Statement of Attainment for the units of competency that were completed with us.

Recognition of Prior Learning

You may have your existing knowledge and skills acquired in your workplace and from formal and informal learning recognised through an evidence-based application process. If you can provide evidence that you have the relevant skills and knowledge you may be able to use this to gain recognition for particular units within a course. This is called recognition of prior learning (RPL). If you would like further information on RPL please contact the Course Coordinator for the RPL eligibility and application process. Please note that the outcome of the RPL process must be finalised prior to the enrolment opening date for an upcoming intake.

As part of the RPL application process you will be required to identify which units you wish to seek recognition for and provide sufficient evidence to support your application. Evidence may include written tests, practical observations, verbal questioning, video submissions, third party reports and testimonials, and work samples to prove that you have the skills and knowledge to satisfactorily achieve the unit of competency. As part of the process your Assessor may contact you to seek clarification, request additional evidence or ask further questions.

RPL application and outcome determination is a comprehensive and lengthy process, depending on the units applied for and evidence required. Therefore, it is advisable that if you intend to apply for RPL you give yourself sufficient time to lodge your RPL kit and to receive a determination *prior to enrolments opening for an upcoming intake*. Otherwise, your course start date may be delayed until the next intake date.

There is an RPL application fee of \$450 per unit. Given the resources involved in assessing an RPL application, this fee is non-refundable, regardless of the outcome. If your RPL application is approved, each unit of competency we recognise will result in a reduction of \$450 in the course cost.

Protecting the Rights of Our Students

Ethical Marketing

We ensure that our marketing materials provide factual and accurate information so that you can make an informed decision about whether our courses are right for you. We provide you with the details of your rights and obligations and fee information, including the terms & conditions of payment plans and refunds.

Complaints or Appeals

This policy and procedure has been developed to ensure that Delta Institute has a system in place so that complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively.

Informal Complaint

The recommended process for an informal complaint is for the student to address the issue directly with the other party to resolve the issue mutually. If you have tried this and have been unsuccessful, or if you are uncomfortable addressing the other party directly, you can contact the Course Coordinator.

The Course Coordinator will note the informal complaint on the Complaints & Appeals Register, collect all relevant information, and make recommendation/s for resolution. The Course Coordinator will follow up on recommended actions and update the Register as needed.

Formal Complaint

You can submit a formal complaint by completing the 'Complaints & Appeals Form' located on Delta Institute's website. All formal complaints must be emailed to: course@deltainstitute.edu.au and addressed to the RTO General Manager.

The information will be added to the Complaints & Appeals Register, and the CEO will be notified of the complaint and provided with the details.

The CEO and the Complaint Resolution Committee will confer and decide on the appropriate action to ensure a successful resolution is attained. The relevant staff member/s or Trainer/s will be informed of the complaint, and they will have the opportunity to present their side of the matter.

Once a decision has been reached, the CEO will notify all the relevant parties involved of the decision and outcome. This is to be concluded in writing within 15 working days from the date the complaint was first received. Within the notification of the outcome, the student will be advised that they have the right to appeal the decision made by Delta Institute.

The CEO will ensure that Delta Institute will act immediately on any substantiated complaint. If the internal or external complaint handling or appeal process results in a decision that supports the student, Delta Institute will immediately implement any decision and/or corrective and preventative action that is required.

The RTO General Manager will monitor the Complaints & Appeals Register until the complaint is resolved.

Appeals Process

The appeals process includes avenues for appealing:

- the outcome of a formal complaint (Formal Appeal);
- informal assessment appeals;
- formal assessment appeals;
- external appeals after the above options are exhausted.

Formal Appeal

If a student wishes to appeal an outcome of an official complaint, within 10 working days of receiving the outcome, they must complete the Complaints and Appeals Form located on Delta Institute's website, including summarising the grounds that their appeal is based on, and the reason why they feel the initial outcome is unfair.

This form must be submitted in writing via email to course@deltainstitute.edu.au and addressed to the CEO. The CEO and Complaint Resolution Committee will then determine the validity of the appeal and where necessary, organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 15 working days from the date that the appeal was lodged. The CEO will ensure that the Delta Institute acts on any substantiated appeal immediately. The CEO and Complaint Resolution Committee will review the initial documentation of the complaint and decide any outcomes based on the grounds of the appeal. The student will be notified of the outcome of the appeal including reasons for the decision, in writing within 20 working days from the initial lodgement of the appeal. The Complaints & Appeals Register will be updated. If they remain unsatisfied with the outcome the student has the option of activating the external appeals process.

Informal Assessment Appeal

If a student wishes to appeal an assessment, they are required to notify their Trainer in the first instance. Where appropriate, the Trainer may decide to re-assess the student to ensure a fair and equitable decision is made. The Trainer will be required to complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

Formal Assessment Appeal

If the informal assessment appeals process is not resolved to the student's satisfaction, the student can formally lodge an appeal by completing and emailing the Complaints & Appeals Form to course@deltainstitute.edu.au addressed to the RTO General Manager.

The RTO General Manager will document the information in the Complaints and Appeals Register and obtain details from the Trainer and any other relevant parties.

An appeal decision will be made in consultation with the CEO. This will either indicate that the assessment decision remains as is or details of a re-assessment by a qualified third party will be advised. The third party will be another Trainer appointed by Delta Institute.

The student will be notified by writing within 20 working days from the initial lodgement of their appeal regarding the outcome with reasons for the decision, and the Complaints & Appeals Register will be updated. If they remain unsatisfied with the outcome the student has the option of activating the external appeals process.

External Appeal

If a student is dissatisfied with the outcome of a Delta Institute complaint or appeal, they may wish to refer the matter to an external/independent/third party mediator at their own expense.

Appeals can relate to assessment decisions, and they can also relate to other matters such as the decision to exclude a student from a training program. Students are encouraged to resolve complaints and appeals through the Delta Institute complaint mechanism prior to consulting external parties.

If the student is not satisfied by the complaints and appeal outcome, they can contact:

The Australian Disputes Centre
Level 16, 1 Castlereagh Street
Sydney, NSW 2000
Phone: +61 2 9239 0700
Fax: +61 2 9223 7053

This process will be addressed by Delta Institute within 30 days of receiving notification of an external appeal. Outcomes from the external appeal will be implemented immediately.

Note: If more than 60 calendar days are required to process and finalise a complaint or appeal, the CEO will inform the student in writing why more than 60 calendar days are required. The timeframes advised above allow for completion within 60 days, however additional time may be required if the complaint or appeal process has been referred to an external party.

Safeguarding Personal Information

Delta Institute will only collect personal student information that is relevant and necessary for the delivery, administration and regulatory reporting of the Course.

We are required to keep some records for standard periods of time for compliance and legal reasons.

We will protect the personal information we hold from misuse and loss.

We will not share or use your personal information outside of the purposes for which it was collected, except for if:

- it is required by law or needed for a criminal investigation;
- it will reduce a serious and imminent threat to a person's life or health;
- we believe an offence has been committed and we need to advise the relevant authorities;
- we have your permission.

If you ask us, we will tell you what information we hold about you, in accordance with the Freedom of Information Act 1982 or other relevant legislation. If disclosing your information does any of the below, we will not share your information:

- breaching someone else's privacy;
- endangering an investigation or legal action;
- other important reasons.

We try to keep personal information accurate and current. If you think that personal information we hold about you is inaccurate, or your personal information changes, please advise us.

We are required to share your information with our government regulator ASQA through a number of reporting mechanisms. We expect that the regulatory bodies that we share your personal information meet the same standard of privacy protection that we offer you.

In order to protect your privacy, Delta Institute staff will not speak to anyone but you about your enrolment or other information we hold about you, unless you have given us written permission to do so. Should you wish to give permission for another person to speak with us about you, please complete the Student Privacy Policy Exceptions form in your student portal.

Electronic Records:

Delta Institute protects electronic records from damage or loss. Electronic backups of information are conducted daily on site at Delta Institute premises. Delta Institute's electronic student management system is stored in a protected cloud environment and backup up on remote servers regularly.

Confidentiality is maintained via limited staff access to records and password protection. All confidential information is handled and released as per Delta Institute's privacy policy. All staff employed by Delta Institute commit in writing to safeguard confidential information and abide by Delta Institute Privacy Policy and Procedures in accordance with the Privacy and Protection of Personal Information Act 1998.

Hard Copy Records:

Confidentiality is maintained for any hard copy documentation via storage in a locked cabinet only accessible to approved Delta Institute staff.

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, all records related to a student's enrolment are securely stored for a period of 30 years on Delta Institute's student management system. Assessment evidence is kept for a 6-month period.

You can find the Privacy Notice on our website under RTO Policies & Forms.

Work Health and Safety

Your ongoing health and safety are important, and we all play a part in making sure your learning environment is safe.

Delta Institute will take all reasonable measures to ensure that while participating in our courses, student health and safety is protected. You will receive a WHS induction at any face-to-face workshop activity you participate in, to ensure you understand the safety requirements of the venue and the activities you will undertake, including when interacting with animals.

When attending these activities, your key contact is responsible for providing you with all relevant WHS guidelines, incident reporting processes, safe work methods and evacuation plans. These safeguards exist to ensure that you are not exposed to uncontrolled risks or hazards, and to keep you safe while participating.

You the student also have key responsibilities with regards to WHS and to keep yourself safe while participating. You are obligated to follow the health and safety policies and procedures of Delta Institute and any venue you are present at, and to report any incidents to the Course Coordinator in line with incident reporting procedures.

Notification of Changes to Agreed Services

Where there are any changes to agreed services, Delta institute will notify you as soon as practicable, including in relation to any new third party arrangements, changes to existing third party arrangements, a change in ownership or in the unlikely event that Delta Institute ceases to operate.

You have the right to obtain a refund for services not provided by Delta Institute, in the event that the arrangement is terminated early, or we fail to provide the agreed services. See Fees and Refund Policy and Procedure located on our website for more information.

Student Obligations

Unique Student Identifier

Your Unique Student Identifier (USI) is a number that links your identity and your educational achievements. You will need to have a USI to be able to enrol in training with a Registered Training Organisation and to be able to receive a qualification or statement of attainment. If you have done any training since 2015, you may already have a USI. You can search to [see if you already have one](#). Applying for a USI is quick, easy and free. You can sign up for a USI at: www.usi.gov.au/students.

Updating Personal Information

You will be able to update your personal information by logging into your account on the Delta Institute Learner Portal. If there is information that you are unable to change in your account, you can email the Course Coordinator to request that these details be changed. The Course Coordinator may ask for documents that confirm the change you would like to make.

Student Code of Conduct

Delta Institute students are expected to:

- approach learning and assessment activities ethically;
- not cheat or plagiarise;
- participate in course learning and assessment activities;
- follow Delta Institute's instructions during learning and assessment activities;
- treat staff and fellow students respectfully and equitably regardless of age, race, gender, religion, sexuality, disability, or origin;
- submit work on time as required;
- pay fees on time as required;
- refrain from presenting themselves as a Delta Institute staff member, Delta Trainer or

Assessor;

- not speak to the media on behalf of Delta Institute or Delta Therapy Dogs without written permission;
- not use the Delta Institute logo without written permission;
- not take on private consultation cases beyond their scope or competence level;
- refer on cases that should be seen by a behaviour veterinarian or other appropriate professionals;
- not take any actions that risk the health and safety of themselves, other students, staff, clients, members of the public or animals;
- not engage in any discriminatory behaviour;
- not engage in sexually harassing behaviour;
- keep all confidential information confidential;
- not bring the reputation of Delta Institute into disrepute;
- not engage in theft, fraud or dishonesty;
- not engage in behaviour of serious misconduct;
- adhere to Delta Institute's policies and procedures.

Disciplinary Action

Any student found to be in breach of the Student Code of Conduct may be subject to disciplinary action. This might include but is not limited to a formal reprimand, a not satisfactory mark for an assignment, assignment resubmission at an extra cost to the student, or dismissal from the Course. Any dismissal or other action due to breach of the Student Code of Conduct would make the student ineligible for a refund of fees of any kind.

Attendance

Course attendance requirements may differ depending on each course's particular requirements. Please consult your specific Course Guide for attendance requirements related to your course.

Deferrals

Please consult your specific Course Guide for attendance requirements relevant to your course.

Assessments

Assessment is a key component of the learning process and completion of assessment tasks provides the opportunity for you to apply, utilise, and demonstrate what you have learned. It also provides your Trainer with the opportunity to determine whether you have acquired the skills and knowledge required in the workplace to the standards outlined in the training package.

Assessment tasks vary depending on the delivery method and the course you are enrolled in. Examples of assessment methods may include observations, written assessments, portfolios, projects, and third-party reports. You will be provided with detailed instructions on how to complete and submit each assessment task and due dates.

Students who have a particular need or require additional support have the opportunity for reasonable adjustments to be made via the development of an individualised assessment plan. Examples of reasonable adjustments may include but are not limited to; course materials in alternate formats, alternative assessment tasks, the use of assistive technology. If you have a disability or an additional support requirement please discuss your needs with the Course Coordinator so that a plan for reasonable adjustment can be developed and implemented in collaboration with your Trainer.

Your Trainers are here to support you. You are encouraged to contact them if you have any questions about course content prior to undertaking the assessment task.

You will be provided with feedback related to your performance via your Learner Portal. For each assessment you will be graded Satisfactory or Not Satisfactory. When all of your assessments related to a unit of competency have been graded as Satisfactory, you will receive a Competent result for that unit. In order to be awarded your qualification you must have achieved a Competent result for all of the units within it.

Where re-assessment of a task is required and/or the need for more practice and training is identified you will be provided with detailed feedback. You will have the opportunity to be re-assessed once without incurring an additional fee. An additional fee is charged for a third submission, please refer to your specific Course Guide for details.

All Delta Institute Trainers have the required qualifications and experience for your course of study. When our Trainers conduct an assessment, they ensure that it complies with the assessment requirements of the relevant training package or VET accredited course. They also ensure it is conducted in accordance with the Principles of Assessment and the Rules of Evidence; Fairness; Flexibility; Validity; Reliability; Sufficiency; Authenticity and Currency. ASQA require us to retain your assessments and can audit us on the quality of our assessment processes. Your assessments are retained securely as per our Record Keeping Policy and Procedure.

Please refer to your specific Course Guide for full details about the applicable assessments for your course.

Graduation

If you have completed accredited training with Delta Institute (RTO ID: 90250) you will be awarded with a nationally recognised qualification. We will issue you with the following documentation:

- Certificate;
- Record of Results.

If you withdraw from an accredited course prior to completion, you will receive a Statement of Attainment showing the units of competency you have successfully completed with us.

Upon completion of non-accredited training, you will be issued a Certificate of Attendance or a list of assignments completed where applicable.

In order to be issued your certification all outstanding fees must be paid in full, the relevant units of competency in your course must be marked Competent, you must have met the course attendance requirements, and you must have provided Delta Institute with your USI where required.

Graduation requirements specific to your course are outlined in the relevant Course Guide

Delta Institute will issue your certification within 30 calendar days of you being assessed as having met the requirements of the training package.

If you lose or misplace your certificate you can request a copy by contacting the Course Coordinator. Additional Fees apply, please refer to your Course Guide for details.

Withdrawals

While every effort is made to support students through their course, there may be unforeseen and unavoidable circumstances that arise that prevent students from continuing.

If this occurs, you will need to advise the Course Coordinator in writing by email. Your withdrawal will only be official once you have received a written confirmation of withdrawal from the Course Coordinator. You will receive a list of your completed assessments, and where appropriate a Statement of Attainment certifying the completion of one or more units of competency.

Fees & Refunds

Prior to and throughout the enrolment process, Delta Institute provides clear information to prospective students to enable you to decide if a Delta Institute course is suitable for you.

Where Delta Institute collects fees from the individual student, either directly or through a third party, Delta Institute provides or directs the student to information prior to enrolment specifying:

- all relevant fee information including:
 - fees that must be paid to Delta Institute, and;
 - payment terms and conditions including deposits and refunds.
- the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.
- the student's right to obtain a refund for services not provided by Delta Institute in the event the:
 - arrangement is terminated early, or;
 - Delta Institute fails to provide the agreed services.

Delta Institute, in accordance with the Standards for Registered Training Organisations 2015 does not accept payment of more than \$1,500 from any individual student prior to the commencement of their course (no matter how these fees are collected). In cases where fees are greater than \$1,500 students are placed on a deferred payment plan over the term of their enrolment.

Refund Policy & Cooling Off Period Terms

Dog Training the Delta Way

(Non-Accredited 2-day webinar)

- full refund available up to 7 days prior to the event;
- 50% refund available between 6 and 2 days prior to the event;
- no refund available within 24 hours of the event;

ACM40322 Certificate IV in Animal Behaviour and Training

(Accredited Training)

- cooling off period of 14 days from Module 1 commencement date applies;
- full course fee refund (excluding enrolment fee) available within 14 days of commencement date;
- no course fee refund available after 14 days of commencement date.
- once enrolled, should you defer your start date to a future intake, your cooling off period will not transfer to your re-enrolment date.

No refunds will be issued outside of the policy terms, unless:

- at the sole discretion and approval of the CEO or;
- Delta Institute fails to offer the agreed service or;
- Delta Institute no longer offers the agreed service or;
- an arrangement to deliver is terminated early.

VET Student Loans or other government funded subsidies are not currently available for our courses.

Please see our full Fees and Refunds Policy and Procedure on our website.

Stay in Touch

| | |
|----------------|---|
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| Phone | +61 2 9575 4194 |
| Email | course@deltainstitute.edu.au |
| Website | deltainstitute.edu.au |
| Facebook | facebook.com/DeltaInstituteAustralia |
| LinkedIn | linkedin.com/company/deltainstitute |

Delta Institute reserves the right to update the Student Handbook from time to time in response to business needs and continuous improvement activities. The latest version is available on the website and learner portal.