



Dental Nursing Australia

INTERNATIONAL STUDENT INFORMATION & POLICIES DOCUMENT





INDEX

<u>PAGE</u>	<u>ITEM</u>
3	Alcohol and illegal drugs Collusion and plagiarism Equity and Access Food and Beverages in class Students bring families from overseas
4	Harassment Use of mobile phones Deferment Complaints and Grievances
5	Complaints and Grievances cont
6	Cancellations and refunds Flexible delivery Welfare, support services
7	Welfare and support services cont Attendance Confidentiality
8	Confidentiality Changes to Address Graduation and Awards evenings Photos
9	Smoking Cancellation of course Uniforms Employment and career support
<u>List of Attachments</u>	
<u>DNA Policies</u>	
10	Deferring, Cancellation and Suspending policy
12	Refund policy
15	How to apply for refund
16	Transfer to another training provider
18	Fee policy
22	Academic entry requirements
24	Attendance policy
26	Complaints and Appeals policy
28	Assessment Complaints and Appeals policy



Dental Nursing Australia

Policies and Procedures

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

Alcohol and Illegal Drugs:

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

Collusion and Plagiarism:

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

Equity and Access:

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

Food and Beverages

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

Students bringing families

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

Harassment

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

Mobile Phones

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

Deferment

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

Complaints and Grievances Procedures

Please refer to: Dental Nursing Australia Complaint and Appeals policy document attached for further details.

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

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

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

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

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

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

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

Internal

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

External

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

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

Assessment Appeals procedure is found in the complaints appeals policies attached
Candidates have the right to challenge the assessment decisions made by the assessor on a unit of competence.

Cancellations and refunds

Cancellations and requests for refunds must be made in writing. Other refunds are made solely at the discretion of Dental Nursing Australia management after taking into account the reason for request and after consulting with the contracted client. Dental Nursing Australia has a structured refund policy and procedure. Refunds will be paid for any money over from advanced accommodation payments.

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

Refunds policy document.

How to apply for a refund document.

Deferral, cancellations and suspending document

Transfers

Fees policies

Flexible delivery

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

Welfare, Support and Guidance

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

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

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

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

DNA pride ourselves on providing an age and cultural sensitive orientation programme for our students when they commence with ongoing support services which includes assisting the student in the transition into life in and study in Australia, legal services, emergency and health services, facilities and resources for appropriate learning, complaints and appeals process and information on Visa conditions relating to course progress and attendance.

Accommodation, cultural, social, career and employment support services are provided.

All DNA Lecturing staff have a "Police Clearance" and a "Working with Children Certificate"

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

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

Attendance

100% attendance is expected for work experience sessions.

International students must have an attendance rate of 80% or this will effect their Student Visa requirements.

If students are starting to drop in attendance they will receive a verbal warning from their Lecturer, if it continues, a warning letter of poor attendance will be presented and finally a letter to confirm poor attendance will be presented. DIAC will be notified through PRISMS. It will be the Student's responsibility to contact the DIAC office within 28 days, or their Student Visa will be automatically cancelled.

Local Students -Please note students who continually miss classes, or leave early and abuse their learning options, with no formal evidence or documentation, will not be offered additional learning opportunities, unless additional payment arrangements have been made at a rate of \$45 an hour. This will be at the discretion of the Director of DNA.

Confidentiality, Privacy of information

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

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

Clients will have access to their personal records by arrangement.

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

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

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

Changes to address and contact details

International and Local students are advised of the responsibility to notify Dental Nursing Australia of any changes to address while enrolled in our training programmes.

Graduation and Awards

Dental Nursing Australia provides the opportunity of a Graduation evening at the end of the year. These Graduations are a chance for the Graduates to celebrate their achievements as a group with their family, friends and work colleagues.

These are generally semi formal events with the attendance of a representative from the Australian Dental Association.

The Gradation are conducted through out the year in different centres with Students participating in the bookings, organization, details and enjoyable, fund raising activities towards these events in the class room or externally if they so wish.

Awards are presented in a variety of areas, changing slightly each year on the Graduation Evening, for those Students demonstrating outstanding excellence - for example Theory, Practical, Professional excellence or Organization and Management skills.

Sponsors from the Dental Profession donate the awards and prizes.

Dental Nursing Australia generally will pay half of the venue costs and the students raise funds for the additional costs including their meal and drinks if they so wish.

Photos

Photos are taken through out your training programme to keep a small record of your learning journey with Dental Nursing Australia and are later presented to the Graduating students on a CD. A power point will also be made on the evening of the Graduation for the guests.

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

Smoking

Smoking is not permitted in the building or within 500 metres of the colleges. Smoking is not permitted in Dental Nursing Australia uniform. Dental Nursing Australia promotes “Healthways” Non smoking policies.

Cancellation of course

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

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

Uniforms

Uniforms are worn during training at the colleges and on excursions and practical placements. (DNA blouse)

Uniform is worn with regulation Navy shoes, trousers and cardigan or jacket with hair tied back from the face for occupational health and safety issues. No jewelry is to be worn except small earrings. Fob watches are recommended.

No nail varnish with nails clean and short.

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

Employment and career support

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

Please find the following attachments:

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

Dental Nursing Australia

Policies in Deferring, Canceling and Suspending Studies for International Students

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



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



Dental Nursing Australia

Refund Policy for Fee Paying International Students

	Courses longer than 20 weeks	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less \$230 for administration)
DNA withdraws offer, fails to provide program offered or terminates course	Before Semester/Education Service commences after Semester / Education Service commences	DNA will default to the provisions of the Commonwealth ESOS Act 2000.
Student with a student visa withdraws	More than 10 weeks before Semester/Education Service commences	Full refund (less 10% or \$1000.00, whichever is the lesser, for administration)
	More than 4 weeks and up to 10 weeks before Semester/Education Services commences.	70% of a semester's fees
	4 weeks or less before Semester/Education commences	40% of a semester's fees. (Less 10% or \$1000.00, whichever is the lesser, for administration)
	After Semester /Education Service commences and during first 4 weeks	30% of a semester's fees (Less 10% or \$1000.00, whichever is the lesser, for administration)
	After the fourth week	No refund required
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures	After Semester/Education Service commences	No refund of the semester's fees and not less than 40% of fees applicable to a subsequent semester. This applies to a maximum of two semesters only. <i>Therefore an example: student who has paid for more than two semesters in advance, withdraws during semester 1, more than four weeks before the commencement of semester 2, would expect no refund of semester 1 fees, at least 40% of semester two fees and a full refund of fees paid for any subsequent semesters.</i>



Dental Nursing Australia

Refund Policy for Fee Paying International Students

	Course duration 10 weeks or less	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less \$230.00 for administration)
DNA withdraws offer, fails to provide program offered or terminates course	Before Semester/Education Service commences	Full refund (Less \$230.00 for administration expenses unless offer had been based on incorrect information from the student, then DNA will retain \$600.00)
	After Semester / Education Service commences	Refund, pro rata, the unearned portion of 55% of the semester's fees
Student with a student visa withdraws	More than 10 weeks before Semester/Education Service commences	Full refund (less 10% or \$1000.00, whichever is the lesser, for administration)
	More than 4 weeks and up to 10 weeks before Semester/Education Services commences.	70% of a semester's fees
	4 weeks or less before Semester/Education commences	No refund is required
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures.	After Semester/Education Service commences	No refund required

Refund Policy Special Conditions

Dental Nursing Australia reserves the right, at the discretion of the Director - should particular circumstances arise, DNA will give consideration to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine.

Refunds will be made payable to the Institution to which a Student is transferring.

Refunds in the case of a student not continuing studies, will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.

Refunds for fees paid in advance which also include accommodation services arranged through Dental Nursing Australia (Eg on site or off site boarding facilities, home stay or other accommodation provided) will be included as part of the refund policy.

Dental Nursing Australia will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or DNA policies and procedures.

Once Student is advised formally of non-compliance, they are advised they can access DNA Complaints and Appeal process within 20 days and that DIAC will be informed.



Student Information - Refunds

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

Please follow the following process when requesting a refund.



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

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

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

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

Refund Policy International

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

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

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

Dental Nursing Australia



Student transfer from DNA to Another Provider:

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

DEFINITIONS:

i) "Course" means the total period of study for which you have paid tuition fees

ii) "Commencement of the course" is inclusive of registration/orientation day.

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

TRANSFERS**1) Internal transfers**

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

2) External transfers

Dental Nursing Australia will transfer tuition fees (less administration fee, in accordance with our refund policy document) to a formal award course at another Australian institution if:

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

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

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

Other conditions:

The 5-week notice period may be waived.

Please refer to the refund policy to determine your refund eligibility.

Fees can be transferred to another training institution to which you are transferring or paid into the Student's home account.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

You are reminded you are able to take up Dental Nursing Australia Internal Complaints and Appeals processes, which does not circumscribe your right to pursue other legal remedies.

DIAC will be informed.

The students files will be reviewed to ensure final reporting to DEST and PRISMS has been finalized after the 20 working day period has passed.



DENTAL NURSING AUSTRALIA FEE POLICY

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

Fees

International fee Cert IV Dental Assisting 12 months full-time

Full-time \$8,995.00, Resource fee \$285.00, Enrolment fee \$75.00,

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

Full-time \$18,995.00, Resource fee \$285.00, Enrolment fee \$75.00,

ENROLMENT FEE

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

\$75.00

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

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

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

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

LATE APPLICATION FEE

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

FEE FOR CHANGING APPLICATION

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

PAYMENT OF FEES AND CHARGES

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

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

PAYMENT OPTIONS

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

- a) pay the full amount of fees and charges;
- b) present a signed authority from an employer or sponsor to invoice that employer for the student's fees and charges;
- c) Payment plans may be arranged
- d) for students who have fallen behind in their installments during the previous semester, DNA may work out with the student an appropriate arrangement to pay the amount outstanding, plus the fees and charges for the next semester. If DNA management approve and this can be arranged, the student may continue with enrollment.

Students who fail to take up one of the above options will NOT be enrolled.

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

PRIVACY

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

STUDENT OBLIGATIONS

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

DEBT RECOVERY PROCEDURES

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

INTERNATIONAL STUDENT REFUNDS

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

ADVICE OF WITHDRAWAL

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

LOCAL STUDENTS FULL REFUNDS

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

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

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

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

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

RE-MARKING

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

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

INCIDENTAL CHARGES

INCIDENTAL CHARGE FEE

- a) Late entry to assessments \$45.
- b) Special deferred assessment – each module/unit of competency \$45
- c) Assessment only, and assessment held in normal assessment period – each module/unit of competency \$45.
- d) Assessment only, and assessment not held in the normal assessment period – each module/unit of competency:
 - i) Setting of paper by assessor \$150.
 - ii) Marking of paper by assessor \$40.
 - iii) Supervision of assessment \$70.
 - iv) RTO administration costs \$70.
 - v) Assessment administration costs \$70.
- e) Re-marking of assessment – each module/unit of competency \$45.
- f) Report on assessment – each module/unit of competency \$70.
- g) Replacement of award/qualification/academic record \$70.
- h) Re-issue of academic statement \$70.00
- i) Results on computer network \$70. 00
- i) Re-issue of non-current enrolment form \$45.
- j) Remote assessment supervision \$70.

RESOURCE FEE \$285.00

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

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

Excursions will be charged to students as they arise.

OTHER FEES

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

APPLICATION FEE

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

LATE APPLICATION FEE

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

FEE FOR CHANGING APPLICATION

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

Ref no FP 3/08

End of document 1-4

Australia



Academic Entry Requirements

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

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

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

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

International students must provide evidence of their competency in English. In general, your English ability must be at IELTS 5.5 or equivalent. Those with IELTS 5.0 may enter Australia as students provided they undertake a short course in English language prior to the commencement of their studies at DNA. We can arrange this for you



DENTAL NURSING AUSTRALIA

ATTENDANCE POLICY FOR INTERNATIONAL STUDENTS

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

This includes any accredited vocational courses, accredited school courses, accredited or non award ELOCOS courses or another non award course that DNA run.

Attendance sheets are specially developed for each course and are signed off each day by Lecturing Staff and reviewed at the end of each unit completed.

PRISMS is used to determine the date on which DNA implement the DEST-DIAC course progress policy for all our VET courses.

Satisfactory attendance requires overseas Students to attend 80% of scheduled course contact hours. Local Students are expected to attend 90%.

DEST-DIAC are contacted when 70% discretionary reporting band indicated.

Attendance is reviewed at the completion of each unit.

Lecturing staff calculate possible attendance days against attendance rate.

If falls below appropriate level, the student is informed verbally and the Director contacted.

A letter is sent out to Student and copy placed in file to notify student they have failed to meet satisfactory attendance requirements.

If students have been away / absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 % of the scheduled course contact hours the Centre manager will verbally contact and counsel the student before the attendance drops below 80%. This will be recorded in their file.

Where the student has not achieved satisfactory attendance for the course they will be contacted in writing of our intention to report the student for not achieving satisfactory attendance. The student will also be able to access our complaints and appeals process and that the student has 20 working days in which to do so.

Where the student has not accessed the complaint and appeals processes within 20 working days , withdraws from process, or the process is completed and results in a decisions supporting DNA, DNA will the notify the Secretary of DEST through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

If a local student they will be informed in writing that, should they require additional tuition outside the delivery dates set to successfully complete the training programme they will be charged an additional \$40.00 an hour for additional tuition and assessments.

Discretionary reporting can be implemented when 70 % to 80% discretionary reporting band. That the decision is consistent with our documented attendance policies and procedures. Student records clearly show student is maintaining satisfactory course progress, we can confirm the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.

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

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



COMPLAINTS AND APPEALS PROCEDURES

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

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

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

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

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

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

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

Internal

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

External

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

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

The conciliator will deal with issues relating to:

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

Process and practice used by the conciliator include

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

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

Assessment Appeals procedure

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

The candidate should first discuss his /her opinions with the Assessor / Lecturer. A mediation meeting will be arranged with the Student, Lecture and Manager or Director. To try and provide a resolution which may involve eg: remarking, further assessment opportunities, assessment under different conditions.

If still not satisfied with the decision the candidate may appeal to the DNA internal appeals / complaint process.

An appeal must be made in writing to the Manager within twenty working days of this notification.

DNA have 10 days to commence proceedings, these will be reviewed and documented.

If an agreeable outcome is not achieved, DNA will advise the student they can apply to the external appeals/process.

RDAEG INC will review the method and structure of the initial appeals and complaints process, they will not provide an outcome on the material under review.

Comprehensive records will be made of the appeal and subsequent actions and findings.

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

If you are an International student you will also have the opportunity to see the Independent Complaints/Appeals Adjudicator at the Department of Education Services in Perth.

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