



DG INSTITUTE

CLIENT HANDBOOK



Welcome

Welcome to DG Institute. As a Training Organisation (TO) with over 9 years of experience we are delighted to be working with you to achieve your qualification. DG Institute is a domestic training provider; our organisation is committed to delivering high quality education that meets the needs of both clients and industry.

DG Institute delivers industry recognised training, which includes:

- Real Estate Rescue
- Property Uplift Program
- Business Turnaround Program
- Flipping Houses Australia

At DG Institute, we put each client's welfare and outcomes as our number one priority. DG Institute aims to have a life changing impact on client's future lives and careers as well as being a positive influence on all those with whom we come in contact.

We do this by:

- Delivering training that is designed to be engaging, enjoyable, practical and transferable to the workplace
- Delivering quality training that encourages each client to apply their learning to real-life situations
- Structuring training to achieve a focussed outcome that is linked to client and industry needs
- Continually building our business in a systemic way that promotes teamwork, motivation and development.

What is the purpose of the Client Handbook?

The following handbook provides a reference guide to DG Institute training programs and processes. The document is divided into five sections, each designed to provide you with relevant information to:

- successfully complete your training
- understand policies and procedures governing the issuing of your qualification
- outline your rights and responsibilities as a DG Institute client

Key Organisational Policies and Procedures	Health and Safety	Training and Assessment	Client Services	Administration
Application and Enrolment	Client Conduct	Courses	Getting Advice	Confirmation of Study
Course Payments	Hazard Control and Reporting	Training/Assessors	Support Services	Change of Personal Details
Course Cancellation/Withdrawal/Deferment & Refunds	Incident/Accident Reporting	Study Resources		Use of Personal Information
Continuous Improvement	Emergency Procedures	Attendance		Results/Certificate
Privacy	Smoke Free Environment	Classroom Conduct		Questions / Feedback
Complaints Management	Bullying, Discrimination and Harassment	Special Learning Needs		
Consumer Protection	Client Contact	Assessment		
	Client Responsibilities	Preparing for Assessment		
		Submission of Assessment		
		Reassessments		

You may need to refer to this handbook throughout your training. If you have any questions related to your training program or any of our policies and procedures, you are encouraged to contact your allocated tutor or the administration staff for more information.

Contact Information

Head Office: Level 22, 31 Market Street, Sydney NSW 2000

Head Office Hours: 9am to 5pm, Monday to Friday

Phone: 1300 871 251

Email: info@dginstitute.com.au

Postal Address: PO Box Q 1868 QVB NSW 1230

Web: <https://www.dginstitute.com.au/>

1. Key Organisational Policies and Procedures

It is important for you (the client) to be aware of the organisation's policies and procedures that relate to your studies and the award of your qualification upon successful completion of your course, or a statement of attainment for partial completion. This handbook summarises many of DG Institute formal policies and procedures relating to clients and client management. You can access the full documents at www.dginstitute.com.au.

1.1 APPLICATION AND ENROLMENT

DG Institute is committed to ensuring that client selection processes are fair and equitable and are consistent with workplace performance, competency level and Training Package requirements. Selection into our programs is based upon the applicant/ client:

- Completing the order forms
- Satisfying appropriate funding body criterion (if applicable)
- Completing a pre-enrolment documentation (if applicable)
- Meeting pre-requisite qualifications or requirements and experience where required
- Meeting age requirements that may be in place for a particular course
- Agreement to abide by the organisation's policies and procedures
- Payment of required fees and charges.

More information regarding the application and enrolment process is available from our website www.dginstitute.com.au.

1.2 COURSE PAYMENTS

Course fees will vary depending on the course you are enrolled in. Course fees are determined on how your course is delivered and its duration. Fees are generally for items such as tuition and enrolment fees, course materials, manuals, client services and other related training and assessment services.

1.2.1 PARTNER FEES

Partner fees, whether included in the cost of Couple Package or paid individually by the partner, solely cover the cost of attendance at the course workshop, and all other package entitlements are specifically excluded.

1.2.2 PAYMENT OF FEES

To ensure clients are well informed of the financial considerations of their enrolment, DG Institute provides fee information to each client prior to enrolment. If you have not received fee information, or if you have any questions in relation to fees and charges you are encouraged to contact the administration team for more information.

In general, the following payment methods are accepted: Cheque, money order, direct deposit, credit card (Visa, Mastercard, American Express).

A Certificate of Completion will not be issued until payment is made in full.

1.3 COURSE CANCELLATION / WITHDRAWAL /DEFERMENT & REFUNDS

Cancellation and refunds are not permitted outside of the cooling off period. Deferment once the course has commenced is only available in extenuating circumstances and at the sole discretion of DG Institute. Requests must be made in writing to the Training Manager on info@dginstitute.com.au. If you are having difficulty with your training, speak to your tutor, the Training Manager or Institute management as they can help you find a way to put a plan in place to facilitate your completion of the course.

1.3.1 REFUNDS

Full details regarding the refund of course fees are provided in DG Institute *Client Fees and Refund Policy*, which is available on the DG Institute website.

1.4 CONTINUOUS IMPROVEMENT

To improve the service we provide and better meet the needs of our clients and industry, DG Institute encourages you to provide feedback about the quality of our programs and resources.

You can provide feedback throughout your training by:

- Verbal communication to your tutor, administration staff or our Training Manager
- Evaluation surveys supplied at completion of a course
- Via email to info@dginstitute.com.au.

We look forward to hearing your thoughts about our service and your training course.

1.5 PRIVACY

DG Institute collects personal information to properly and efficiently carry out its functions. DG Institute only collects personal information that is required for the purposes of employment or education, requests for Australian Government or to meet government reporting requirements.

DG Institute policies and procedures abide by the Australian Privacy Principles and outline reasonable measures taken to protect the privacy of individuals and staff in line with state and federal legislation. More information can be found at www.oaic.gov.au or www.privacy.org.au.

Records held by DG Institute include:

- Information you provide on your Order Forms
- Identification details
- Copies of certificates or qualifications
- Payment information
- Complaints or appeals lodged (if applicable) including reports and outcomes.

DG Institute will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure. Hard copy records are kept onsite for a minimum of 1 year and are then stored offsite in a secure storage facility until they are destroyed. Electronic records are kept for a period of 30 years.

You may request access to the personal information held and may also make requests to correct personal information if it is not accurate, up-to-date or complete. Personal details can be amended by contacting our administration team.

You may request access to your personal information by calling us during office hours or sending a written request to DG Institute by email (see Contact Information section of this handbook).

To protect the privacy of our clients and the privacy of others, DG Institute will ask for evidence of identity before the business can grant access to information or change it. Once your identity has been verified, access will be provided in an appropriate manner within 14 days.

A mechanism exists in which you can raise a complaint in relation to how your personal information is handled. There are three stages in the complaint-handling process:

1. The complaint is made directly to DG Institute in the first instance
2. The complaint may be taken to a recognised external dispute resolution scheme (if applicable), and lastly
3. The complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

You can contact DG Institute by phone, email and drop into our office or send a request or complaint to the business address (refer to the Contact Information section of this handbook). The business undertakes to respond to the complainant within 30 days. If the request or complaint takes longer to resolve, the business provides individuals with a date by which they can expect a response.

All policies and procedures, including the *Privacy Policy and Procedure* are available on the DG Institute website.

1.6 COMPLAINTS MANAGEMENT

DG Institute is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is based on procedural fairness, the principles of natural justice and is easily accessible and offered to clients at no charge.

Wherever possible, clients, clients and staff are encouraged to resolve concerns or difficulties directly with the person(s) concerned. There are tutors, administration and management staff available to assist you in resolving issues at this level. If you are unable to resolve your issue at this level, a formal grievance can be lodged.

A summary of complaints handling process is as follows (the complete *Complaints and Appeals Policy and Procedure* is available on the DG Institute website).

1. The individual should make the complaint in writing to DG Institute, including as much detail about the issue as possible.

Consumer Protection Officer

Training Manager

✉ : DG Institute, PO Box Q1868 QVB NSW 2000

💻 : info@dginstitute.com.au

2. DG Institute will investigate the circumstances included in the complaint and respond to the individual as soon as possible regarding its findings and actions following this investigation (if more than 60 calendar days are required, the complainant will be notified in writing explaining the reasons for this).
3. After considering this response, if the individual is unsatisfied they can ask for their complaint to be reviewed by the Continuous Improvement and Management Committee (request made via the Training Manager). The Continuous Improvement and Management Committee will conduct all necessary consultations and will decide the outcome of the review.
4. If the individual is dissatisfied with the outcome of their complaint review, they may request (via the Training Manager) that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Training Manager. A mediator can be provided by a third party.
DG Institute agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant.
5. If the individual is still not satisfied following external mediation, they may escalate their complaint directly to the relevant Consumer Protection Agency for investigation:

Jurisdiction	Contact Details
New South Wales	NSW Office of Fair Trading Ph:13 32 20 www.fairtrading.nsw.gov.au

1.7 CONSUMER PROTECTION

DG Institute *Consumer Protection Policy* provides information about the rights of our clients and employers in the following areas:

- Ethical and accurate marketing
- Providing client information prior to enrolment
- Quality training and assessment
- Protecting fees paid in advance
- Complaints and appeals
- Privacy
- Continuous Improvement of products and services

For more information, a copy of DG Institute *Consumer Protection Policy* and *Complaints and Appeals Policy* is available on the DG Institute website.

1.8 CHANGES TO AGREED SERVICES

Clients will be notified as soon as reasonably practicable if any changes occur to the following:

- educational services identified in Section 3 of this handbook
- support services identified Section 4.2 of this handbook
- any change in ownership of DG Institute

- any changes to, or new third-party arrangements for the delivery of training and/or assessment
 - a 'third party' is any party that provides services on behalf of the training organisation
 - services mean training, assessment, related educational and support services and client recruitment services.

1.9 CEASING OPERATIONS

In the unlikely event that DG Institute ceases to operate, it will:

- Notify all clients within a reasonable period of time that our training organisation is ceasing to operate and what date this will take effect
- Provide clients with a Statement of Attainment for all modules successfully completed.

2. Health & Safety

2.1 CLIENT BEHAVIOUR AND MISCONDUCT POLICY AND PROCEDURES

All clients, including both the primary purchaser of the package and any included partner, must comply with the Client Behaviour and Misconduct Policy and Procedures as outlined below and any lawful direction given by their tutor or other staff member. DG Institute reserves the right to remove any client who breaches any aspect of the Client Behaviour and Misconduct Policy and Procedures. Repeated instances could result in cancellation of your enrolment.

If a client's enrolment is cancelled by the Business, the client has 20 working days to access the Complaints and Appeals process. The client's enrolment status will not be affected during the internal complaints and appeals process.

2.2 CLIENT CONDUCT

The following is **not** acceptable:

- Sexual harassment
- Disruption to the workshop or other clients
- Actions which are unsafe which place you or others at risk
- Refusal to take part in group learning activities
- Other behaviour deemed by your tutor or other clients as objectionable
- Dishonesty or misconduct in examinations or assessments such as plagiarism, collusion or cheating
- Threatening or intimidating actions or language
- Being under the influence of illegal drugs or alcohol
- Damaging, stealing, modifying or misusing DG Institute property.

2.3 CLIENTS RESPONSIBILITIES

As a DG Institute Client, you are required to:

- Be responsible for both your own health and safety and the health and safety of others and have a duty to **immediately report any unsafe conditions or hazards** to your tutor or another staff member at any workshop you attend for DG Institute
- NOT act in a manner that jeopardises the health and safety of yourself or any other person
- Treat all other clients and staff with courtesy, fairness and respect
- Refrain from participating in, condoning or approving conduct which is harassing, discriminatory or unfair
- Abide by the no-smoking policy at any DG Institute event or gathering
- Follow safe working practices and comply with all safety directions given to you by your tutor or other staff
- Inform the Business of any changes to your personal details, contact information or enrolment status
- Comply with State and Commonwealth laws relating to health & safety, crimes, harassment, discrimination and copyright.

2.4 CLIENTS RIGHTS

You have the right to:

- Be treated fairly and with respect by tutors, other staff and client
- Learn in an environment free of bullying discrimination and harassment
- Complete your course in a supportive and stimulating learning environment
- Have your training records and personal information securely stored and kept in confidence
- Receive feedback about assessment outcomes and progress
- If you are having difficulty with your training, speak to your tutor so they can help you find a way to put a plan in place to facilitate your completion of the course
- Defer your studies in writing subject to policy using required documentation.

3. Training and Assessment

3.1 THE TUTORS

DG Institute staff are an integral part of our client's journey towards growth. From the time you apply to the time that you graduate, you will be assisted by staff who will provide you with a quality service.

All our tutors are highly qualified, dynamic and experienced industry professionals who consistently model best practice and who are committed to optimising your ability to meet course requirements. All tutors are required to provide the business with recent evidence of industry currency, competency and professional development.

3.2 STUDY RESOURCES

You will be supplied learning resources on commencement of your training. These resources will be extremely useful for you in the understanding of course content and completion of assessment tasks.

3.3 ASSESSMENT

The training provided includes assessment tasks which clients must complete and submit as part of the ongoing assessment of their training and progress. Failure to complete assessment tasks will mean that you will be unable to complete the course.

'Assessment is the process of forming and recording a judgement about a person's skill and knowledge' (Blackwater: 2010:11). For you to complete your qualification you will be required, through our assessment processes, to provide evidence that you are competent.

Evidence is the term used to describe the information your tutor will use to assess whether you have gained the skills and knowledge consistently and in a variety of situations.

3.4 PREPARING FOR ASSESSMENT

To maximise your performance in assessments you should:

- Be prepared for the assessment
- Ask your tutor to clarify any questions or tasks of which you are unsure and advise your tutor/assessor immediately if there is any factor which will affect your performance in the assessment or if you have any special needs
- Read the instructions on the assessment task
- Type or write legibly.

3.5 SUBMISSION OF ASSESSMENTS

In general, all assessments are to be submitted directly through the online course portal. You will be required to submit your assessment in order to progress to the next module of the course.

3.6 REASSESSMENT

Your assignment will be assessed by your tutor, who will provide feedback within 3 business days. In the event that your assignment is not satisfactory, your tutor will provide additional support to ensure that you have a thorough understanding of the subject material.

3.7 QUALITY CONTROL

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in industry.

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training courses are met. It includes reviewing a random sample of client's assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

DG Institute is required to validate the assessor's decision of a client's assessment task. This may mean that from time to time your assessment/s may be reviewed as part of this quality control process.

The validation selection process includes assessments that have already been deemed competent by the tutors.

3.8 APPEALS PROCESS

An appeal procedure is available to client who believes the assessment process, or any assessment event was inappropriately or ineffectively carried out and therefore resulted in an inappropriate assessment or decision being made. The steps are as follows:

1. If possible, speak to your tutor or the Training Manager to discuss your concerns about the assessment process and your assessment outcome
2. If this does not resolve your concerns, you can appeal against the assessment decision within 28 days of receiving your result. To do this you will need to contact the CEO, making an appointment by email, who will organise a meeting to discuss
3. Arrangements will be made for an assessor independent of your training and assessment, or a validation team to assess your evidence and your claim of competency
4. Once review/moderation of the assessment has taken place the client will be contacted within 7 days of the decision
5. If the applicant is not satisfied with the outcome, DG Institute will arrange an independent third party to review the appeal.

The complete *Complaints and Appeals Policy and Procedure* is available on the DG Institute website.

4. Client Services

4.1 GETTING ADVICE

DG Institute aims to ensure that all clients are provided with the support needed to successfully complete their course. If you require help or just need to ask a question, we would encourage you to talk with your tutor or Training Manager as soon as possible.

Problems or difficulties may occur from time to time. In such circumstances, you need to discuss the situation so that we can put suitable strategies in place.

Whatever you do... If you have a problem:

X Don't 'pull out' or 'give up' on your training, even if things are not going to plan. They can usually be fixed.

✓ Talk immediately to your tutor or the Training Manager.

Remember, your training can be the best start to a rewarding career. It will lead you in all sorts of new directions. Let us help you identify a solution.

4.2 SUPPORT SERVICES

It is important to DG Institute that you have the support that you need to complete your training course. DG Institute has a range of support services available, such as:

- Internal support: your tutor, Training Manager, and other administration staff
- Study support – if you are new to studying, or it’s been a while since you’ve studied, ask your tutor for advice about how to get back in to study (such as organising time for study; identifying your learning style (e.g. visual, auditory, kinaesthetic); computer skills for internet searching and goal setting)
- Identifying language, literacy and numeracy (LLN) skills required for learning or referrals to LLN programs
- Referrals to mediation &/or counselling services (refer to the next page for more information). For most services listed you can self-refer, or we can contact the provider on your behalf.
- If you require us to contact one of the services listed on your behalf, please speak to your tutor or contact the Training Manager on **1300 871 251**
- Please be aware that there may be **costs** associated with external support services (e.g. such as mediation or counselling). You will be made aware of those costs prior to referral (as external provider costs are subject to change).

Table 1: Support Service Contact Numbers

<p>READING WRITING HOTLINE (AUSTRALIA) Phone: 1300 655 506 Website: http://www.readingwritinghotline.edu.au/ Email: rwhotline@det.nsw.edu.au</p>	<p>TAFE NSW WESTERN SYDNEY INSTITUTE English for Speakers of Other Languages Phone: 131 870 Website: http://wsi.tafensw.edu.au/courses-and-careers/english-language/</p>
<p>CENTRELINK SKILLS FOR EDUCATION AND EMPLOYMENT (SEE) Phone: 132 850 Website: http://www.humanservices.gov.au/customer/services/centrelink/skills-for-education-and-employment</p>	<p>NAVITAS ENGLISH Level 4, 11 York Street, Sydney NSW 2000 Australia Phone: 1300 730 466 Fax: +61 2 8252 2822 Email: info.attc@navitas.com Website: http://navitasenglish.com/</p>
<p>PENRITH DISABILITIES RESOURCE CENTRE INC. Information, advocacy and referral service Phone: (02) 4732 2363 Email: info@pdrc.org.au Website: http://www.pdrc.org.au</p>	<p>ABILITY OPTIONS Phone: (02) 88 111 777 Email: admin@abilityoptions.org.au Website: www.abilityoptions.org.au</p>

<p>PHYSICAL DISABILITY COUNCIL OF NSW Phone: 1800 688 831 Email: admin@pdcnsw.org.au Website: www.pdcnsw.org.au</p>	<p>MENTAL HEALTH ACCESS TEAM Community Assessment and Liaison Centre Phone: 1800 011 511 Website: http://www.nbmlhd.health.nsw.gov.au/mental-health</p>
<p>BEYONDBLUE Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live. Phone: 1300 22 4636 Website: www.beyondblue.org.au Email: infoline@beyondblue.org.au</p>	<p>SALVATION ARMY COUNSELLING SERVICE Cnr Lethbridge & Castlereagh St, Suite 15, Lethbridge Court PENRITH NSW 2751 Phone: (02) 4731 1554 Website: http://salvoscounselling.salvos.org.au/</p>
<p>HOMELESS PERSONS INFO LINE Phone: 1800 234 566 Website: http://www.homelessnessnsw.org.au/</p>	<p>DOMESTIC VIOLENCE CRISIS 24 HRS Phone: 1800 656 463 Website: http://www.community.nsw.gov.au/parents,-carers-and-families/domestic-and-family-violence</p>

5. Administration

5.1 CHANGE OF PERSONAL DETAILS

You must inform the Business, in writing, as soon as practicable but not later than 7 days following the change of any change in the following information:

- Name
- Address
- Mobile/landline telephone number(s)
- Email address

5.2 USE OF PERSONAL INFORMATION

DG Institute only collects personal information that is required for the purposes of employment or education, or to meet government reporting requirements.

The type of information collected and held by DG Institute includes: personally identifiable information, payment information being credit card or bank details.

5.3 GETTING YOUR RESULTS / CERTIFICATE

DG Institute will only issue certificates and statements of attainment that are within the scope of its training.

If you have successfully completed all requirements for a course, you will receive a certificate including a competency statement which lists all modules completed. If you did not successfully complete all requirements for a course within the 6 months access period, you will be issued with a statement of attainment that includes all units that you successfully completed.

You will need to allow approximately three weeks from course completion for your statement of attainment to be issued. Any certificates or statements of attainment will be put on hold if you have any outstanding fees.

5.4 QUESTIONS OR FEEDBACK?

Every effort has been made to ensure that information included in this handbook is correct at the time of publication. Should you have any questions or feedback about the information in this handbook, please speak to your tutor or administration staff.

Any updates to handbooks, policies or procedures will be available for download from our website www.dginstitute.com.au so please ensure to view this regularly.



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