



Down to Earth
Training & Assessing
RTO 51199



STUDENT HANDBOOK

*Welcome and thank you for choosing Down to Earth Training and Assessing.
We provide both accredited and non-accredited training and assessing solutions relevant to the mining,
civil construction, logistics and engineering industries.*

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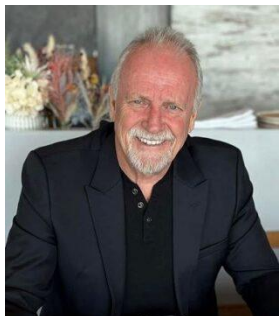
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WELCOME

I would like to take this opportunity to welcome you to Down to Earth Training and Assessing (DTE).

As the Managing Director and founder of DTE, I am responsible for overseeing operations and ensuring that you receive excellent customer service and support throughout your training experience.



As an accredited Trainer/Assessor with decades of industry experience, I am also here to ensure that DTE delivers nationally recognised training and assessing solutions as per the latest industry standards and regulations.

We look forward to delivering quality training tailored to meet your individual needs.

Kim Brunswick
MANAGING DIRECTOR

COMPANY STATEMENT

Down to Earth Training and Assessing is committed to encouraging a sense of accomplishment in all students who attend our courses. With professional, industry savvy trainers/assessors, it enables us to provide a quality service. We keep our class numbers down to an appropriate ratio of students to trainers, and we always try to allow as much practical experience in each course as possible.

We believe in several key factors that set Down to Earth Training and Assessing apart from our industry competitors:

1. Work health and safety of students, equipment and other personnel are always a priority
2. Industry expertise – our team have extensive industry experience; can problem solve and adapt training to site requirements
3. Hands on learning – we prioritize a hands-on training approach and practical assessments, ensuring that students not only understand the theory (what they need to know) and gain valuable skills (what they need to do) through practice
4. Strong industry connections – collaborations with businesses and industry stakeholders have resulted in long term associations
5. Quality assurance – we are committed to maintaining the highest standards of quality in our training and assessment services with continuous improvement and well-resourced premises.

Our Quality Framework is designed to ensure we consistently deliver great learning experiences that meet the needs of our students, current industry standards and regulatory requirements.

‘By embracing a practical approach aligned with industry standards and fostering a robust culture of safety, we are dedicated to ensuring that our students and participants are not only job ready but also confident in their abilities’

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SCOPE OF REGISTRATION

DTE's full scope of registration can be viewed at: <http://training.gov.au/Organisation/Details/51199>

PRE-ENROLMENT INFORMATION

Thank you for choosing DTE Enterprises Pty Ltd trading as Down to Earth Training and Assessing (DTE) to support you in your learning journey.

It's very important that you read and understand the information provided in this handbook before you enrol. This handbook provides you with valuable information, including our Code of Practise, Fees and Refunds and your right to appeal a decision or make a complaint.

Recruitment of students will always be responsible, ethical and consistent with any training package requirements. DTE are committed to non-discrimination in any form and comply with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language, literacy, numeracy and digital proficiency (LLND) requirements, licensing or the nature of the program.

Prior to commencing your course, you will be required to complete an enrolment form. Please ensure you have completed your enrolment form and submitted it to administration who will then send a course confirmation via email.

The course confirmation will provide the course details, any pre-requisites or entry requirements and venue information. The enrolment process will be finalised upon commencement and payment (either full or partial) of your course.

If you would like to make an enquiry or require any assistance, please do not hesitate to contact us.

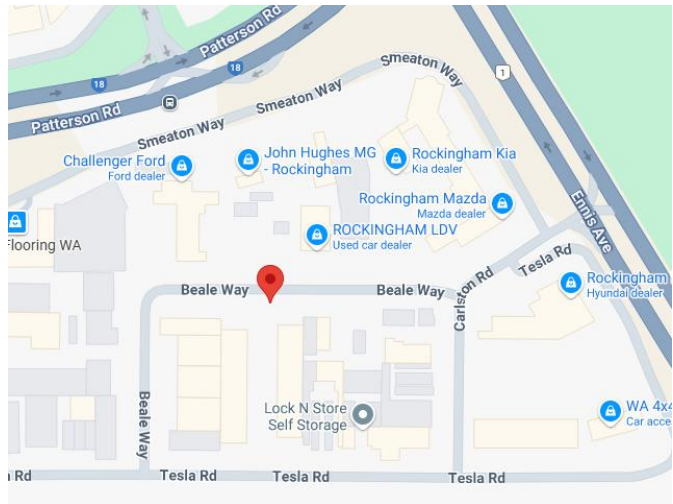
DELIVERY LOCATIONS

DTE is a Jobs & Skills WA contracted provider for apprenticeships and traineeship services locally and in the regions across WA, from Kununnurra to Albany.

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CONTACT INFORMATION

Phone	(08) 9528 8888
Email	admin@down2earth.com.au
Office Address	9 Beale Way, Rockingham WA 6168
Postal Address	PO Box 298, Rockingham WA 6968
Website	www.down2earth.com.au



PARKING

DTE offers limited parking on site. This includes marked bays and verge parking. Please be mindful to not park in bays owned by other businesses in the area.

PUBLIC TRANSPORT OPTIONS

DTE is located near the Rockingham Train Station, which is on the Mandurah line. Bus numbers 548 and 549 have routes that pass near Beale Way.

FOOD OPTIONS

DTE provides tea, coffee, biscuits and filtered water on site, as well as a cold drinks and snacks vending machine. There is a dining area on site, and food and coffee vans attend site twice daily. DTE is located near the Rockingham Shopping Centre, where there are several food takeaway options available.

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STUDENT RESPONSIBILITIES

As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress. Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning. Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

Before attending the course, review information about the course to ensure that it meets your needs. For additional information about the courses, you are invited to:

- speak with a Trainer and Assessor, Apprenticeship Coordinator or the administration team

Before attending the course, advise DTE of anything which may affect your ability to successfully undertake the course.

This could include physical challenges, medical requirements, language, literacy, numeracy, and digital support needs, English as a second language, or cultural sensitivities.

There are minimum Language, Literacy, Numeracy and Digital Proficiency (LLND) requirements to ensure a successful completion of any course. You may be asked to complete an LLND assessment prior to enrolment and the results will be discussed with you only if there is an indication you may need some additional support. Learning support can be supplied and will be a collaborative process between the student and DTE.

Provide all details requested in the DTE enrolment form, including a Unique Student Identifier (USI). USI's can be obtained from www.usi.gov.au

Always behave in a courteous and respectful manner towards your Trainer/Assessor and other participants. In accordance with DTE disciplinary policy, those who disrupt the learning of others due to objectionable, anti-social and / or other counter-productive behaviour, will be counselled and, if the behaviour continues, may be asked to leave the course.

Take responsibility for your own learning. This includes:

- Attending training sessions on time and be ready to participate in all areas of training
- Following your Trainer's instructions and getting involved in all learning and assessment activities
- Participating safely and letting someone know if you see any risks or hazards
- Treating others with respect, including your Trainer, classmates, and staff
- Looking after the training resources, tools, and equipment you use
- Submitting your work on time and ensuring it's your own
- Responding positively to feedback and being open to improving your skills
- Behaving in a way that reflects the standards expected in your future workplace
- Devoting your full attention to the course,
- Monitoring your own progress and discussing any concerns with your Trainer
- Seeking support from DTE or your employer, as appropriate.

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By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.

Work with your employer to ensure you have suitable opportunities to complete your post-course assessment (where applicable).

If you are unable to complete your assessment within the designated timeframe, contact a DTE Training Advisor to request an extension.

Retain a copy of all assessments submitted.

Ensure that all work submitted is your own.

DTE RESPONSIBILITIES

Assist you to determine the most appropriate training program to meet your needs.

Provide you with clear information about what the training entails.

Train and assess in accordance with the requirements of the VET Quality Framework.

Support you to the best of our ability. This may include making reasonable adjustments, where possible, to accommodate your needs. *Should our proposed training/assessment approach not meet your needs, please speak with your Trainer or DTE General Manager about what other options may be available.*

Use Trainers/Assessors with relevant subject matter expertise and appropriate training and assessment experience.

Provide high quality training and assessment resources to support your learning.

Deliver the training and brief you on the assessment requirements for the course.

Provide you with post-course support, including:

- Telephone support – Face-to-face coaching (fees may apply)
- Email support – Assignment support workshops (fees may apply)

Where requested, discuss the requirements of your post-course assessment with an employer representative, to help them better understand workplace support requirements.

Endeavour to assess your work promptly. *Please note that we generally aim to assess all assignments within 4 weeks of submission, however, timeframes may vary depending on Trainer workloads.*

Provide you with written and/or oral feedback on your assessments.

Issue you with a qualification or statement of attainment, as appropriate, for units in which you have been deemed competent.

Provide you with access to your student records if requested.

Respect your privacy. We will not forward your personal details to another person or organisation without your permission. However, where your employer is paying your course fees, DTE may provide information about your training attendance and assessment results to a representative from your organisation (e.g., your supervisor and/or Training Department personnel). For further information, please refer to our Privacy Policy or speak with DTE Compliance Officer or General Manager.

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Respond to complaints or appeals promptly and in accordance with our complaints process and appeals policy and process. This can be requested from DTE Compliance Officer or General Manager.

Provide clear information about our fees and charges, and our refund policy. This information can be requested from DTE General Manager.

Make all other relevant policies and procedures available by request.

GOVERNANCE

DTE is regulated by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for vocational education and training.

LEGISLATIVE REQUIREMENTS

DTE is subject to a variety of legislation which can impact on our training and assessment practises as well as general business practices. Some of the major legislation and frameworks include:

- Standards for Registered Training Organisations 2025 - [2025 Standards for RTOs | Australian Skills Quality Authority \(ASQA\)](#)
- National Vocational Education and Training Regulator Act 2011 - [National Vocational Education and Training Regulator Act 2011 - Federal Register of Legislation](#)
- Student Identifiers Act 2014 - [Student Identifiers Act 2014 - Federal Register of Legislation](#)
- Australian Qualifications Framework - [Home | AQF](#)
- Equal Opportunity Act 1984 - [Equal Opportunity Act 1984](#)
- Sex Discrimination Act 1984 - [Sex Discrimination Act 1984 - Federal Register of Legislation](#)
- Disability Discrimination Act 1992 - [Disability Discrimination Act 1992 - Federal Register of Legislation](#)
- Disability Standards for Education 2005 - [Disability Standards for Education 2005 - Federal Register of Legislation](#)
- Racial Discrimination Act 1975 - [Racial Discrimination Act 1975 - Federal Register of Legislation](#)
- Age Discrimination Act 2004 - [Age Discrimination Act 2004 - Federal Register of Legislation](#)
- Privacy Act 1988 including the National Privacy Principles (Regulations 2013) - [Privacy Act 1988 - Federal Register of Legislation](#)
- Fair Work Act 2009 - [Fair Work Act 2009 - Federal Register of Legislation](#)
- Work Health and Safety Act 2020 - [WALW - Work Health and Safety Act 2020 - Home Page](#)
- State Records Act 2000 - [WALW - State Records Act 2000 - Home Page](#)
- National VET Data Policy - [National VET Data Policy - Department of Employment and Workplace Relations, Australian Government](#)

All legislation can be accessed via www.legislation.gov.au. DTE will monitor changes to this legislation and where those changes affect DTE operations, staff, clients or stakeholders we will upgrade our policies and procedures to reflect the changes. DTE operates under the current RTO Standards 2025. All relevant policies are available by email. Please do not hesitate to contact DTE if you would like a copy.

CONSUMER PROTECTION

Students undertaking a vocational education and training course are protected under Australian Consumer Law and under State and Territory consumer protection laws. By agreeing to enrolment and by signing an enrolment form, the Student is acknowledging our pre-enrolment information which forms part of our terms of service.

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Students can find out more information about their rights as a consumer from the Australian Consumer Law website [Current legislation | Consumer Law](#)

TRAINING SAFETY ARRANGEMENTS

DTE is committed to the proper management of safety in support of our training. DTE will provide a safe training environment for our staff, students, contractors and visitors by having a planned and systematic approach to the management of training safety. Training safety will be managed through DTE in management meetings and in close consultation with staff, students, contractors and visitors. DTE will do this by ensuring that:

- Hazards and risks to training safety are systematically identified, assessed and, where they cannot be eliminated, are effectively controlled.
- Measures to control hazards and risks to training safety are monitored and evaluated regularly.
- Staff are engaged and sought to contribute to training safety matters affecting their health and safety at work.
- Staff, students, contractors and visitors receive appropriate information, training and supervision to understand and carry out their responsibilities safely.

Refer to DTE Policy – 1.4 Training Safety

DIVERSITY AND INCLUSION

DTE recognises that diversity and inclusion bring a broad range of perspectives, enriching the learning experience. We are committed to:

- Promoting and supporting diversity in all its forms, including but not limited to race, ethnicity, gender, disability, age, sexual orientation, socioeconomic status, religious beliefs, people from culturally and linguistically diverse background, neurodivergent people, and people who may identify as LGBTIQ+.
- Encouraging an inclusive environment where everyone is treated equitably and has the opportunity to contribute to training and assessment.
- Ensuring compliance with Australian legislative requirements

Refer to DTE Policies – 2.6 Diversity and Inclusion, and 2.5 Disability

ENROLMENT

DTE will engage with prospective students to identify a student’s needs during the enrolment process. Specifically, this engagement will be conducted with each student to identify the following:

- the vocational outcomes the student is seeking and the associated information requirements,
- the wellbeing needs of the student and any required wellbeing support services,
- the training support needs of the student and required training support services,
- the current skills and competencies of each student,
- the language, literacy, numeracy and digital proficiency of each student.

Refer to DTE Policy – 2.2 Enrolment

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APPRENTICESHIPS – LONG COURSES

For long courses only, Students need to engage in a one-on-one enrolment interview to determine their needs through direct contact and to ensure they have reviewed the pre-enrolment information and are aware of the service being delivered.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL PROFICIENCY

There is minimum language, literacy, numeracy and digital proficiency (LLND) requirements to ensure a successful completion of any course. You may be asked to complete a LLND assessment prior to enrolment and the results will be discussed with you only if there is an indication you may need some additional support. Learning support can be supplied and will be a collaborative process between the student and DTE.

DTE uses the Australian Core Skills Framework to determine learning foundation skill levels and where support may be needed. Further information can be provided by contacting DTE. <https://www.dewr.gov.au/skills-information-training-providers/resources/australian-core-skills-framework>

Refer to DTE Policy – 2.3 Language, Literacy, Numeracy and Digital Proficiency Assessment

STUDENT SUPPORT AND WELLBEING

At DTE, we believe that all students have a right to learn in a safe and inclusive environment throughout their learning journey, from enrolment right through to completion. No student should be made to feel unsafe, excluded, bullied or discriminated against for any reason whilst completing their studies with DTE.

All DTE staff (including contractors and third parties) have a duty of care for the safety and welfare of students whilst under their supervision. Students should be treated fairly and are properly informed, supported and protected.

Types of support offered may include but is not limited to:

- Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided
- assistance with understanding their rights and obligations
- Providing support options for LLND requirements
- Training and learning support
- Assistance with financial difficulties (ie. payment plan)
- Welfare support
 - Lifeline Australia – 13 11 14 - [Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.](#)
 - Beyond Blue – 1300 224 636 - [24/7 Support for Anxiety, Depression and Suicide Prevention. - Beyond Blue](#)
 - Salvation Army Family Welfare Centres – 13 72 58 - [Perth Community Support Services | The Salvation Army Australia](#)
 - Mental Health Triage – 1300 555 788 - [Mental Health Emergency Response Line | Mental Health Commission](#)
 - Anglicare – 1800 197 017 - [Anglicare WA | Building Strong Support Systems for People in Need.](#)
 - Kids Helpline – 1800 551 800 - [Kids Helpline | Phone Counselling Service | 1800 55 1800](#)

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COMPETENCY BASED TRAINING

DTE is registered to deliver and assess Nationally Recognised Training under the Vocational Education and Training (VET) Quality Framework. DTE provides competency-based training and assessment towards accreditations (Statement of Attainment/Qualifications) which are issued under the Australian Qualifications Framework (AQF).

Competency is defined as: “Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments”. Training is structured to meet the competency standards of the VET Training Package.

Information on the Units of Competency which make up the course will be provided during your training, so that you can establish what you will be assessed on. Upon successful completion, participants will be qualified to receive either a Statement of Attainment or a full qualification, depending on what has been studied and completed.

The understanding that different methods of learning and assessment work for different people, DTE offers options for your study (where feasible) so that you can take advantage of the method which best suits your individual requirements.

Combination of Training Methods – Structured, Flexible and Blended

- Off the job training – Instructional training sessions with trainer
- On the job training – Structured facilitated training conducted at the workplace
- Self-paced study – Structured self-paced learning and skills development
- Video Conference face to face learning with TEAMS or similar technology

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow Students online access to their training records and results (VET Transcript) through their online USI account. If you do not already have a USI, it is free and easy to create online at <https://www.usi.gov.au/>

As an education or training provider, DTE is required to collect and report our students’ USI numbers. DTE will comply with requirements for implementation of the national USI. As per the *Student Identifiers Act 2014*, DTE is not authorised to release accreditation to any student who does not provide their valid USI number to DTE at the time of training. The student will not be eligible for a refund if they are unable to provide their valid USI number after training has been completed. Certification will be issued by DTE as per a student’s registered USI details.

PROOF OF IDENTITY (ONLINE COURSES)

Students will need to enrol with DTE and each student will need to acknowledge that they are the person who has enrolled for this course/assessment. Students will need to enrol with their own unique login and password before commencing the course/assessment. A unique student ID number is then created for that person. This unique number is not to be used by any other person other than the student it is given to. The student acknowledges that they are the person attending the online unit, completing the enrolment details and completing the course/assessments. No two students can enrol with the same email address or ID number. Students who complete the assessment will be presented with a Statement of Attainment for the unit completed. Students must acknowledge that they are the person completing the online unit. This can be achieved with the

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student holding up photo identification in a TEAMS, during which time the trainer will ask the student some questions relevant to the assessment.

PROOF OF IDENTITY (ON-SITE COURSES)

Students will need to provide the following information to DTE for verification before an enrolment confirmation can be supplied:

- Enrolment form completed and signed
- Visa verified, not on a student visa
- USI provided and verified
- A valid form of ID provided e.g. Current drivers licence, Passport etc
- Entry requirements evidence provided

Refer to DTE Policy – 2.2 Enrolment

ACADEMIC INTEGRITY

Academic integrity is defined as 'the expectation that teachers, students, researchers and all members of the academic community act with honesty, trust, fairness, respect and responsibility'.

Breaching academic integrity is known as 'academic misconduct'. Academic misconduct can not only impact learning and performance, but it can also affect your relationships with other students, staff, family and friends; impact your future career aspirations and cause you to suffer a financial loss.

A culture of academic integrity, consistent with DTE's beliefs and values is expected to be upheld in all aspects of academic work throughout the learning and assessment process. Acts of academic misconduct do not align with DTE's beliefs and values and is considered unacceptable under any circumstance. Academic misconduct will not be taken lightly and can result in serious outcomes.

PLAGIARISM AND AI

Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise the work of others or from AI sources. Where the assessment instructions expressly do not allow the use of AI or where there is no clear permission to do so, students are not permitted to use AI to respond to assessment tasks. DTE will review all assessment work for AI content, and failure to comply with this requirement will constitute a breach of academic integrity.

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. Plagiarism includes:

- Copying text directly from sources without quotation marks and citation.
- Paraphrasing someone else's ideas without proper acknowledgement.
- Submitting someone else's work as one's own.

Artificial Intelligence (AI) are systems or tools that are capable of performing tasks that typically require human intelligence, such as problem-solving, decision-making, natural language processing, or learning from data.

Refer to DTE Policy – 1.9 Plagiarism and AI

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MARKETING AND ADVERTISING

DTE will endeavour to ensure that its advertising, marketing and promotional material in circulation is current, authentic, relevant and compliant at all times. DTE will provide clear, current and accurate information about its Registered Training Organisation (RTO), the training and assessment options offered and the performance of the RTO.

DTE will not provide advertising, marketing or promotional material that is misleading or deceptive in any way, including false representation about price, quality or the need for services. DTE will comply with all marketing and advertising obligations as specified by the Australian Skills Quality Authority (ASQA) and Australian Consumer Law.

Refer to DTE Policy – 2.1 Advertising and Marketing

PRIVACY

DTE comply with the Privacy Act 1988. Information collected on students is only used for the purpose of delivery of our services and student records. The information will not be released to a third party without the consent of the student. Students can request a copy of the information held about them by a written request to the Director.

Refer to DTE Policy – 4.10 Privacy Protection

CHANGES TO AGREED SERVICES

DTE will notify all clients, students and staff immediately if there are going to be changes to any agreed services, as soon as practicable with particular reference to:

- Changes to policies relating to the Student's rights and obligations
- Changes to fee payment or agreed service charges
- Changes to the agreed training and assessment delivery or expected outcomes
- Changes to training products the Student is enrolled in (transition)
- Changes to any third party arrangements relevant to the Student's enrolment
- Changes to the ownership of DTE

Refer to DTE Policy – 2.2 Enrolment

ASSESSMENT (INCLUDING RECOGNITION OF PRIOR LEARNING)

Assessment is a process of collecting evidence and making judgements on whether competency has been achieved. To achieve a "Competent" outcome you must have satisfactorily completed all the requirements of your unit of competency.

- Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievement of required outcomes. Assessment methods used may include;
- Recognition of prior learning (RPL)
- Demonstration, observation and simulations
- Work documented experience or portfolios of evidence
- Workbook activities
- Written and/or oral questionnaires

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If participants have been unsuccessful in meeting the assessment criteria, they will be given an opportunity to be either re-trained or re-assessed within a reasonable timeframe. This is collaborative process between the assessor and the participant.

Participants can achieve Recognition of Prior Learning (RPL), either through having previously undertaken training, work practice, or through their life experience which may be relevant to the course of training they undertake. An interview with the Assessor will be organised on application for RPL from the student, who will review the evidence of previous training, work practices and/or life experiences to ascertain eligibility for RPL process. Assessment meets the Standards for RTOs 2025 including Recognition of Prior Learning. Recognition of Current Competency and Credit Transfer. Please refer your enquiries to the Administration Team.

Refer to DTE Policy – 1.6 Assessment

RE-ASSESSMENT

DTE will provide three opportunities for training and re-assessment at no additional cost. The initial assessment is one and therefore the Student will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment.

Refer to DTE Policy – 1.6 Assessment

RPL PROCEDURE OVERVIEW

RPL (recognition of prior learning) is a process through which student can gain formal recognition for skills, knowledge and experience they have acquired through previous work, life experiences and education. DTE's RPL process involves:

- Informing students of RPL process
- Student completes self-assessment
- RPL interview
- Student compiles evidence and complete RPL submission
- Review of RPL evidence and determine assessment outcome
- Notify student of assessment outcome
- Record outcome and issue certificate

Refer to DTE Policy – 1.11 Recognition of Prior Learning (RPL)

CREDIT TRANSFER

Credit transfer is recognition that you've previously completed a unit of your course through VET or higher education. To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit or a unit which matches in content and outcome. Formal evidence can be a qualification certificate or transcript, statement of attainment or your USI transcript. When credit is recognised, you don't need to repeat training or assessment for that unit. DTE will accept the credentials issued by another RTO based in any State/Territory of Australia.

Refer to DTE Policy 1.12 Credit Transfer

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COURSE SUBSTITUTIONS, TRANSFERS, AND DEFERRALS

Students are entitled to make requests of DTE about their enrolment. These could include the following:

- **Requesting to substitute a course**
Course substitutions are not permitted after the course has commenced under any circumstances. Requests for course substitutions are to be made in writing using the DTE form *Application for Course Substitution* and can be made at any time up to 5 working days before the course commencement date.
- **Requesting to transfer between courses**
Requests for transfers to an alternative course can be made at any time. Requests are to be made in writing using the DTE form *Application for Course Transfer*. These are subject to the availability of an alternative course, the crossover of units of competency the Student has already completed and where a credit transfer would align with the new course.
- **Requesting to defer a course**
Deferral from a course after the course has commenced is not permitted. In this instance the Student has the option to withdraw from the course. Requests for deferral from the course prior to it commencing can be arranged if DTE is advised in writing more than 5 working days prior to the course commencing, using the DTE form *Application for Course Deferral*.

Refer to DTE Policies – 2.2 Enrolment, and 1.13 Student Completion and Issuing Certificates

WITHDRAWAL FROM A COURSE

Students who have requested to withdraw from the course will be offered counselling on their options which may include transferring to a different course or receiving additional student support to assist them in their current course. If the Student declines these options and requests a withdrawal, the completion process will follow the normal process; however, the Student will be issued a statement of attainment only for the units of competency they have achieved. Requests are to be submitted using the DTE form *Application for Course Withdrawal*.

Refer to DTE Policy – 1.13 Student Completion and Issuing Certificates

COURSE COMPLETION

DTE is committed to making every reasonable effort to ensure that if a student enrolls with us, they can complete their training and/or assessment. Once the student has commenced their training and/or assessment, DTE will endeavour to complete the training and/or assessment within the nominated duration to the best of its ability. DTE will negotiate the timing for completion of the training and/or assessment if it cannot be completed due to extenuating circumstances (i.e. illness, staff resignation etc).

If for any reason DTE is unable to complete the training and/or assessment, DTE will make arrangements and/or recommendations for another organisation to undertake the training and/or assessment on their behalf.

ISSUE OF CERTIFICATION

Qualifications and/or Statements of Attainment will be issued within 30 calendar days of successful completion of the training program and providing all agreed fees owed to DTE have been paid. Qualifications will meet the AQF requirements. Certification documentation is issued directly to the student not a third party, such as an employer.

Refer to DTE Policy – 1.13 Student Completion and Issuing Certificates

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BEHAVIOUR MISCONDUCT

A student must at all times maintain a high standard of behaviour while engaged in DTE's activities either within the premises of DTE or at another location. Immediate action will be taken if a student acts in a way that breaches DTE's behaviour misconduct policy. The best course of action will be determined based on the severity of the misconduct.

Unacceptable behaviour includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of DTE
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate activity or, by act or omission disrupts the peace or good order of DTE
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any property, or the property of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of DTE that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Academic misconduct
- Abusive behaviour to others

Refer to DTE Policy – 2.7 Behaviour Misconduct

SUSPENSION/EXPULSION

In the case of proven major breaches, the student may be suspended or expelled from their training course. Depending on the circumstances in cases of suspension, the Director may rescind the suspension, continue the suspension, and/or impose other appropriate penalties.

STUDENT FEEDBACK

At the conclusion of training, each student will be invited to complete a survey seeking their feedback about their course, their level of satisfaction and ways to improve our services. Please take the time to complete this form and provide your honest feedback. All feedback collected is anonymous and is treated in a confidential manner. This handbook is reviewed regularly to include any changes that may affect your participation in VET programs.

If you have any feedback on this Student Handbook or the general improvement of our services, please contact DTE on 08 9528 8888 or email us at admin@down2earth.com.au

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COMPLAINTS AND APPEALS

COMPLAINTS:

DTE will ensure procedural fairness when handling complaints. Complaints will be handled in the strictness of confidence.

In the event of a complaint, students should:

- First attempt to resolve the problem with the person concerned.
- Seek the assistance of their Trainer.
- Seek the assistance of DTE Management.

If the complaint is still unresolved, the student should follow the following process:

- Complainant to lodge a written complaint to DTE's General Manager
- DTE's General Manager will provide written acknowledgement of the complaint within 24 working hours
- DTE Management will record, review and investigate the complaint
- DTE Management will determine response to complaint and communicate to Complainant
- DTE's General Manager will provide a written response to the Complainant within 14 working days

Complaints may be reviewed by an independent third party, where required. All records of complaints will be kept on file. Please contact our office should you wish to obtain a copy of our Complaints Handling Policy and Procedure.

Refer to DTE Policy – 2.9 Complaints Handling

APPEALS:

DTE will ensure procedural fairness when handling appeals. Appeals will be handled in the strictness of confidence.

In the event that a student wishes to appeal a decision, the student should:

- First attempt to resolve the problem with the person concerned.
- If unable to be resolved, raise the appeal with DTE's General Manager and complete the required appeal form.
- Complete and submit appeal request form to DTE's General Manager.
- DTE's General Manager will provide written acknowledgement of the appeal within 24 working hours
- DTE Management will record, review and investigate the appeal
- DTE Management will determine response to appeal and communicate to Complainant
- DTE's General Manager will provide a written response to the Complainant within 30 working days

Appeals may be reviewed by an independent third party, where required. All records of appeals will be kept on file. Please contact our office should you wish to obtain a copy of our Appeals Handling Policy and Procedure.

Refer to DTE Policy – 2.10 Appeals Handling

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RECORDS MANAGEMENT

DTE complies with the State Records Act 2000 and ASQA's requirements in relation to management and retention of student records. DTE maintains records of training and assessment for every student. If a student does not have an up-to-date copy of their individual training and assessment plan (indicating progress) they are welcome to request one from the trainer or administration at any stage.

Refer to DTE Policy – 1.14 Student Record Retention and Management

REPLACEMENT / RE-ISSUE OF DOCUMENTATION

If a student needs a replacement statement of attainment or qualification after they have completed the course, they must submit a written request to administration. (Administration fees will apply for re-prints that have been lost or destroyed by students).

CONTINUOUS IMPROVEMENT

DTE is committed to operating efficiently and effectively to meet the needs of students, clients, employees and other stakeholders. Continuous improvement in all activities is vital for DTE's continued success.

DTE's continuous improvement strategy involves the collection of relevant data, its analysis and the application of corrective actions, if necessary. Relevant data is gained through actively engaging with DTE's stakeholders. Stakeholders include DTE's management, Trainers and Assessors (internal and external), students, clients/companies, industry bodies and all other staff employed or contracted by DTE. We welcome all feedback regarding the improvement of our services.

Refer to DTE Policy – 4.7 Continuous Improvement

COURSE REQUIREMENTS

Any dress and PPE requirements for your specific course will be advised upon enrolment. A minimum dress standard will consist of suitable shirt, long pants and enclosed footwear. A weight limit of 150kg's applies to certain courses involving harness and lanyard use. Individual course confirmations will provide details of any specific course requirements.

SMOKING

In accordance with WA law, smoking is banned in all enclosed public places to protect people, particularly children, from exposure to second-hand smoke. DTE has provided a designated smoking area outside the main building underneath the large tree on the grassed area. Smokers trays have been provided here.

FEES AND CHARGES

Participation in training is subject to payment of all fees and charges. Please refer to the course information for the course fees. **Please note that we do not offer the VET Student Loans**, however we may be able to offer a payment plan under special circumstances. Please ensure you contact us prior to enrolling in any course to discuss your eligibility.

Training cannot commence until any upfront payments have been received. Please ensure payment is received by the due date on the invoice to ensure your place on the course is not forfeited.

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DTE does not accept payment of more than \$1,500.00 from individual clients prior to course commencement. Any course fees over this amount will require a \$1,500.00 deposit (paid prior to commencing) with the balance of the course fees paid over the course duration.

All fees and charges must be fully paid before DTE issues your certification (Statement of Attainment or Qualification) on a Competent or successful result. Payment in cash is not available. Payments can be made by the following methods:

- Credit Card – either over the phone or via our electronic invoice
- Electronic Funds Transfer – account details provided on the invoice
- BPay – authorised bank payment

The course fee is generally inclusive and there are no additional charges. It is not expected that you will need to purchase any additional materials to successfully complete your chosen program. However, if DTE needs to bring in specialist support to help you through the course, fees may apply, but this will be decided and agreed to prior to any course commitment.

For a Long Course with a scheduled start date, the Student will be required to make a payment for their initial payment within 5 days of being issued an invoice or prior to the course commencing, whichever occurs first.

Refer to DTE Policy – 2.8 Fees and Refunds

REFUNDS

Should DTE cancel any course/training program, students are entitled to full refund or transfer funds to future or other training programs. In the event the student wishes to cancel their course/training program, they need to note that an initial non-refundable deposit may apply.

NOTICE PERIOD	REFUND / CHARGES
More than 5 business days prior to course commencement	Full refund to client (excluding any pre-paid costs incurred by DTE).
Within 5 business days to 24 business hours prior to course commencement	Refund to client less DTE administrative fee of \$150 + GST (in-house bookings) or 20% of the full cost (on-site bookings), plus any pre-paid costs incurred by DTE.
Within 24 business hours prior to course commencement.	No refund to client / full charges applies (including any pre-paid costs incurred by DTE).
Failure to attend	No refund to client / full charges applies (including any pre-paid costs incurred by DTE).
Client withdraws after course commencement, or no notice given at all	No refund to client / full charges applies (including any pre-paid costs incurred by DTE).

Refunds may be negotiated based on personal hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between students and DTE.

Students applying for a full refund must submit in writing to the DTE their withdrawal from the training 2 working days prior to the course commencement to avoid loss or partial loss of fees.

Refunds will not apply in the following circumstances:

- If the student cancels or withdraws enrolment after the start of the course in which they have enrolled.
- If the student takes unauthorised leaving during the course.

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- If the student is disqualified due to unsatisfactory attendance, performance or behaviour.
- If the student is in breach of any DTE policies.

Processing of Refunds

Refunds will be processed no later than 30 days after approval of written request for a refund. Unless otherwise directed the refund shall be paid directly to the person who contracted DTE services. Students will be notified in writing of the amount they will be refunded, and details of any fees deducted. Refunds will be made by electronic banking transfer, to the Students nominated bank account. Account details will need to include:

- Name of the bank
- Name of account holder
- BSB number
- Account number

Refer to DTE Policy – 2.8 Fees and Refunds

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DEFINITION OF TERMS

Accredited Training: An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia. Only registered training organisations that meet government quality standards such as TAFE, private providers and vocational divisions of universities can provide nationally recognised training. It includes accredited courses and endorsed training package qualifications.

Non-accredited Training: Training that does not lead to a nationally recognised qualification.

Competency Based Assessment: is a purposeful process of systematically gathering, interpreting, recording and communicating to stakeholders, information on candidate development against industry competency standards and/or learning outcomes.

Competency Based Training: is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Credit Transfer (CT): The granting of status or credit by an institution or training organisation to students for modules (subjects) or units of competency completed at the same or another institution or training organisation.



Construction Training Fund (CTF): The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers. For more

info visit: <https://ctf.wa.gov.au/>

DTE: Down to Earth Training and Assessing.

Employability Skills: Employability skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills and transferrable skills. Employability Skills are imbedded in the Training Package units of competency. Information on the employability skills relevant to a qualification or units of competency can be obtained by visiting: <http://training.gov.au/> or by contacting one of our friendly Down to Earth staff members.

Language, Literacy, Numeracy and Digital Proficiency (LLND): Taken collectively, these are the skills to communicate in oral and written form. The term includes reading and use of written information; the ability to write appropriately, in a range of contexts and the integration of speaking, listening, and critical thinking with reading and writing. LLND includes numeracy, such as the recognition and use of numbers and basic mathematical signs and symbols within text.

Learning Outcomes: are the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Recognition of Prior Learning (RPL): The acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module. It can lead to a full qualification in the VET sector.

Registered Training Organisation (RTO): Training providers registered by the Australian Skills Quality Authority (ASQA) or in some cases, a state or territory registering and accrediting body to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training

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Framework or the VET Quality Framework. RTOs include TAFE colleges and institutes, adult and community education providers, private providers, community organisations, schools, higher education institutions, commercial and enterprise training providers, industry bodies and other organisations meeting the registration requirements.

Vocational Education and Training (VET): Post-compulsory education and training, excluding degree and higher level programs delivered by further education institutions, which provides people with occupational or work-related knowledge and skills. VET also includes programs which provide the basis for subsequent vocational programs. Alternative terms used internationally include technical and vocational education and training (TVET), vocational and technical education and training (VTET), technical and vocational education (TVE), vocational and technical education (VTE), further education and training (FET), and career and technical education (CTE).

Reference Sources: NCVET Glossary of VET: <http://www.ncver.edu.au/>
<https://ctf.wa.gov.au/levy-disbursements-guide>
Velg VET Glossary

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