



# **Accredited Courses Participant Handbook**

Version 2.3

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# Section 1 | Dementia Australia

## About this handbook

The Accredited Courses Participant Handbook is divided into five sections. Each section helps you make informed decisions about your enrolment, understand your rights and responsibilities, and learn more about our organisation.

This handbook provides a summary of the key information you'll need throughout each stage of your enrolment. It will also direct you to places where you can find or request more information.

In addition to this **Participant Handbook**, you will also receive a **Participant Course Guide**.

The guide contains everything you need to know about a particular course, such as:

- resources or equipment
- units of competency
- how the course is run
- how you will be assessed.

As you work your way through both the handbook and the course guide, ensure you have all the information you need to complete your enrolment and understand your rights and responsibilities.

If you still have questions or require additional information, please contact us.

### Dementia Australia

RTO ID: 2512

Email: [cdl@dementia.org.au](mailto:cdl@dementia.org.au)

Phone: 1300 336 368

Office hours: 9am–5pm

[dementia.org.au](http://dementia.org.au)

## About us

Dementia Australia is the source of trusted information, education and support services. We advocate for positive change for people living with dementia, their families and carers, and support vital research. We are here to support people impacted by dementia, and to enable them to live as well as possible.

Dementia Australia is registered with the Australian Skills Quality Authority as a Registered Training Organisation (ID 2512).

Dementia Australia is a leading provider of professional dementia education, both nationally and internationally. For more than 40 years, we've been designing and delivering education courses for health professionals to improve the lives of people living with dementia and their families. We're proud to have received multiple awards for our innovative use of technology to enhance learning outcomes.

Since 2016, Dementia Australia has been a proud member of Dementia Training Australia, which is a consortium funded by the Australian Government to provide nationwide education and training on the care of people living with dementia. Dementia Training Australia is led by the University of Wollongong. Other consortium members include: La Trobe University, Queensland University of Technology, University of Tasmania's Wicking Dementia Research and Education Centre, and University of Western Australia.

Dementia Australia delivers nationally recognised or accredited courses through the Registered Training Organisation arm of our business. We also offer a range of non-accredited professional dementia education courses.

All nationally recognised training courses are identified by the use of the Nationally Recognised Training logo and are identified as Accredited Training. Each accredited training product also shows the code and title of the training product as listed on [www.training.gov.au](http://www.training.gov.au).

## Our vision

To transform the quality of dementia care to achieve better care outcomes and improved quality of life for people living with dementia.

## Our mission

To be the leading dementia and aged care education and consultancy provider of choice for health, aged and disability providers, with a specific emphasis on building the direct care workforce capability and leadership.

## Our courses

Dementia Australia's programs are developed, reviewed, validated and evaluated systematically to ensure they are of the highest quality, meet the requirements of the relevant training package, and ensure graduates have the skills and knowledge needed to become dementia leaders within their work environment.

To do this, we look at the latest research and contemporary practices, and engage with our industry partners, reference groups and other stakeholders. Through our consultation process, we gather information to ensure that our dementia education courses are person-centred, informed by the living experience of people impacted by dementia and evidenced-based.

We regularly consult with industry to provide us with feedback on our courses. We also use assessment tools to ensure courses remain current and industry relevant, and that they build and assess the skills needed to support people living with dementia, their families and carers.

All courses listed on our scope of registration are reviewed by individuals independent of the design process, who have experience in instructional design, and who hold a Certificate IV in Training and Assessment (TAE40116, its equivalent or higher).

To ensure our products remain current, they are underpinned by up-to-date research and best practice guidelines and undergo regular reviews throughout the product's life cycle.

As well as engaging independent assessors, we also review our processes and assessment judgements made by our Facilitators. This ensures our processes, systems, tools and templates are compliant with the 2025 Standards for Registered Training Organisations, meet the requirements of each unit of competency and are educationally sound.

## Our staff

We aim to provide a high-quality education service that meets the expectations and compliance requirements of industry, government and our regulatory body.

Our recruitment, induction and performance management processes ensure that our staff have the required qualifications, skills and knowledge to deliver accredited and non-accredited courses that are industry-relevant, educationally sound and best-practice focused.

Dementia Australia maintains these standards through several key practices:

- Facilitators (Trainers and Assessors) hold the relevant qualifications required by the Australian Skills Quality Authority to deliver and assess accredited training.
- Facilitators have relevant industry qualifications and extensive knowledge in the care and support of people with dementia and their families.
- Facilitators' qualifications, experience and professional development activities are assessed against each unit of competency as outlined in the relevant training package. Through a vigorous review process, facilitators are endorsed to deliver and assess at the appropriate levels.
- Facilitators must undertake a variety of activities in their industry-specific area to maintain and develop industry currency. Examples of activities that Facilitators may participate in include:
  - regular exposure to industry workplaces and participation in work-related tasks (for example, working as a volunteer, or on a casual or part-time basis)
  - participation in industry-relevant professional development activities
  - participation in networks and attendance at industry-related conferences
  - completion of accredited or non-accredited training
  - self-directed learning activities; for example, reading journals or online articles
  - participation in validation or moderation activities.
  - Facilitators are expected to participate in professional development activities related to the delivery of vocational training and assessment.

By participating in a variety of professional development activities each year, staff maintain, upgrade and continuously develop their training and assessment capability.

## Our services

Dementia Australia delivers training online through our customised learning hub and face-to-face at various venues across the country.

We also run courses at Dementia Australia training rooms across the country. Our training rooms have disability access, wi-fi and all the equipment required to facilitate learning.

Several of our learning courses use dynamic and interactive technology, such as virtual reality (VR) headsets for an immersive learning experience. We provide all specialised equipment.

If you are enrolling in an accredited course, you will receive access to the Dementia Australia Library. The online library is a trusted source of knowledge, with a world-class collection of up-to-date, evidence-based dementia resources, such as e-books, journals, videos and podcasts.

## Learning support

Dementia Australia is 100 per cent committed to supporting your learning journey.

We provide services supporting study, skills and assessment. We can help you develop study skills, providing reasonable adjustments and competency and assessment support.

We understand that some participants require additional support beyond our standard training and assessment expertise (for example, developing foundation skills or counselling). In these instances, we have developed referral partnerships with key organisations that can help.



# Section 2 | Enrolment rights

## Getting started

To help you better understand your enrolment rights, we have summarised key policies and procedures throughout this handbook. We understand that you may also wish to view the full policy and procedure, or that you may have questions. If this is the case, we encourage you to email [cdl@dementia.org.au](mailto:cdl@dementia.org.au)

## What you can expect from us

As a Registered Training Organisation, we are legally required to comply with the Vocational Education and Training Quality Framework. The framework comprises the 2025 Standards for Registered Training Organisations and the Australian Qualifications Framework for accredited courses.

As an education provider, we are also required to comply with various Commonwealth and State legislation and regulations, including: the National Vocational Education and Training Act 2011, Data Provision Requirements 2012, the Privacy Act 1988, Fit and Proper Person Requirements 2011, consumer protection legislation, work health and safety legislation and the Student Identifiers Act 2014.

We are committed to complying with all legislative and regulatory requirements by:

- ensuring an objective participant selection and enrolment process
- protecting your rights
- ensuring the privacy and confidentiality of your personal information
- helping you choose the right qualification and subjects to meet your goals, needs and experience level
- delivering high-quality vocational education that meets the needs of participants, customers and industry
- providing the support, you need to complete your course
- providing you with a safe learning environment that is free from bullying, harassment and discrimination
- providing participants and employers with an objective and fair complaints and appeals process

- screening all Dementia Australia staff to ensure the safety, wellbeing and welfare of those receiving our services.
- receiving our services.

## Protecting your rights

We are committed to protecting the rights of our participants at all times. We do this by:

- ethical and accurate advertising and marketing
- providing you with sufficient information to make an informed enrolment decision
- protecting any fees you have paid in advance
- safeguarding your personal information through our privacy policy and procedure.

## Your rights

As a participant, you have a right to:

- expect fair and respectful treatment by Facilitators, other staff and your fellow participants
- learn in an environment free from bullying, discrimination and harassment
- complete your course in a supportive and stimulating learning environment
- have your training records and personal information stored, kept in confidence and secure
- receive feedback about assessment outcomes and progress
- modify your training plan if your circumstances change, in consultation with your facilitator and our Registered Training Organisation team
- provide you with information regarding recognition of prior learning and credit transfer at the start or during your course.
- withdraw from your studies in writing using the required documentation.

## Selecting participants

Dementia Australia undertakes our enrolment and selection processes in a manner that is fair, transparent and non-discriminatory (regardless of religion, gender, disability, sexuality, sexual preference, culture, or ethnic background). The Enrolment and Participant Selection Policy and Procedure outlines the enrolment process.

The general principles that underpin this process are as follows:

- We comply with consumer protection regulations and legislation, and all Federal and State discrimination Acts.
- Accurate and ethical marketing and advertising strategies ensure participants are fully informed before the application and enrolment process. For example, we clearly state course eligibility, pre-requisite requirements, and language, literacy and numeracy skill levels.
- In accordance with Australian privacy principles, we inform prospective participants on how their information will be collected, used, disclosed and stored.
- We screen enrolments to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.
- We select participants based on:
  - the submission of a fully completed application, including a Unique Student Identifier
  - meeting course eligibility and pre-requisite requirements
  - consent and declarations having been read, understood and signed.
  - Where we identify special needs or additional support requirements, an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the participant's enrolment term.
  - Participants can make a complaint or appeal an enrolment decision according to **our Feedback and Complaints Management Policy** and **Procedure and Learner Appeals Policy and Procedure**.

## Unique Student Identifier

You will need a Unique Student Identifier (USI) to enrol in nationally recognised training. Your USI is a reference number that creates an online record of all qualifications or nationally recognised training that you have completed in Australia.

Your USI is made up of 10 numbers and letters and looks something like this: 3AW88YH9U5. It gives you online access to your education records and results achieved after 2015.

***“We are not able to issue your certificate, record of results or Statement of Attainment without a verified USI.”***

Getting a USI is free and easy and can be done in under 15 minutes—visit [www.usi.gov.au/students/create-your-usi](http://www.usi.gov.au/students/create-your-usi) to create your USI.

If you don't have internet access, we can create a USI on your behalf. To do this, tick this option on the enrolment form and read the Australian Government Privacy Notice. You will need to provide consent on your enrolment form so that we can verify your USI as part of the enrolment process.

For more information, visit [usi.gov.au](http://usi.gov.au) or contact us to obtain a copy of **Participants and the USI—A Fact Sheet for Participants**.

## Enrolment and screening

Through the completion of an enrolment form and other routine screening activities, applicants with special needs and additional support requirements are identified and supported.

Where applicable, a Facilitator will contact you to discuss what internal and external services are available and identify whether these services would meet your needs. Examples of available support services include the use of assistive technology, equipment and resources, as well as possible adjustments to your learning and assessment.

Where specialised support is needed, and consent has been provided, we can organise a referral to a specialised service.

## Individualised support

To ensure participants needing additional support receive services that meet their specific needs, we develop an Individualised Learning and Assessment Plan tailored just for them.

Our Facilitators (Trainers/Assessors) develop the plan in partnership with participants. It outlines how we'll deliver the training and any adjustments to the assessment process.

Each plan is developed for a specific person and aims to develop practical and well-thought-out strategies to help you successfully complete your course. Ideally, it is developed before you start the course, but it can be developed at any time.

To ensure the plan works for you, we ask for feedback throughout the course and adjust the strategy as needed. To start a conversation about an Individualised Learning and Assessment Plan, speak to your Facilitator or email us at [cdl@dementia.org.au](mailto:cdl@dementia.org.au)

*"We are dedicated to working and supporting you through each step of your learning journey. If you need additional learning or support, or your training and assessment process needs to be adjusted, we will work with you to develop a plan to do just that."*

## Changes to agreed services

If any changes occur to the following, you will be notified by email as soon as reasonably practical:

- course dates, locations and other educational services
- identified support services
- ownership changes
- new third-party arrangements or changes to existing arrangements for the delivery of training or assessment.

## Course cancellations

Dementia Australia endeavours to run all training as scheduled; however, occasionally courses are cancelled or postponed. If this happens, we will offer you the option of a full refund (for fee-paying participants) or waitlist your enrolment to the next scheduled course. We'll keep you updated via SMS or email.

## Withdrawing from a course

Dementia Australia understands that as you undertake a course, problems or issues may arise that may impact on your ability to keep up with the course workload, attend class or complete assessment tasks on time. If this happens, we commit to exploring and finding possible solutions that may help you complete the course.

*“If you find that you have an issue or a problem that is impacting on your ability to complete your course, speak to your Facilitator or one of our friendly and supportive staff before you decide to disengage from your studies.”*

If you wish to cancel your enrolment or withdraw from your course, we encourage you to let us know as soon as possible so we can:

- finalise your enrolment
- send out a Statement of Attainment (where units of competency have been assessed as competent)
- refund fees (where applicable).

If you disengage from your studies—for example, fail to access the online learning hub, attend webinars or training sessions or fail to complete assessment tasks by the due date—for more than 28 days without communicating, or don't respond to our check-in emails (we will contact you at least three times), we will presume you have withdrawn. We will then close your enrolment and issue a Statement of Attainment for any competent results achieved.

# Making a complaint or appeal

We understand that, at times, participants may wish to make an informal or formal complaint about our service delivery or appeal an assessment decision or process they feel is unfair. We welcome this feedback as it helps us improve our services.

See below for a summary of the complaints process

## 1. Lodging a complaint or appeal

If possible, raise your complaint or appeal with the relevant person or speak to your Facilitator as soon as a grievance arises. Our Facilitators have experience resolving informal issues and ensuring participants have a positive experience. We manage all complaint or appeal information according to the organisation's Privacy Policy and Procedure.

If we cannot resolve your complaint or appeal, you can escalate your complaint or appeal by emailing us at [RTO.Quality@dementia.org.au](mailto:RTO.Quality@dementia.org.au)

Note: If you are appealing an assessment decision, you must lodge your appeal within 30 days of the initial assessment decision.

## 2. Acknowledging a complaint or appeal

We will acknowledge receipt of your complaint or appeal within three business days of receiving the formal complaint or appeal in writing and outline the next steps in the resolution process.

## 3. Investigation and moderation

We will conduct a comprehensive investigation that respects the rights and privacy of all involved. We adopt the principles of procedural fairness and natural justice at each stage of the complaint process.

For appeals, a qualified independent panel reviews and moderates your assessment task(s) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that review inform the outcome of your appeal.

## 4. Continuous improvement

Where an investigation or moderation activity identifies opportunities for improvement, we will action these through the organisation's continuous improvement process.

## **5. Documentation and record-keeping**

We record all informal and formal complaints and appeals in the organisation's Complaints and Appeals Register. We securely store this register and all other associated documentation electronically for 30 years.

## **6. Monitoring**

The Executive and Leadership team of Dementia Australia monitors the complaints and appeals process and any outcomes to ensure that we meet the required timeframes, action opportunities for improvement, provide a fair and transparent process, and conduct ourselves in a way that protects the rights of those who use our service.

# **Confidentiality and privacy of personal information**

We are bound by a number of regulatory instruments relating to how we collect, handle, store and use participant data. This includes, but is not limited to, course enrolments, course results, personal information and other information required for administrative purposes.

Registered Training Organisations are required by law to collect personal participant data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments, and for reporting to the National Vocational Education and Training Regulator.

All prospective and current participant personal information is protected in accordance with the National Privacy Principles. We apply the following principles:

- We only collect personal information for the purposes of application and enrolment.
- We provide participants with information on the Unique Student Identifier (USI) and they must provide a signed consent or a declaration authorising Dementia Australia to use or verify their USI for enrolment purposes.
- We securely store information, and it can only be accessed by staff for the purposes of a participant's enrolment.
- We provide participants with information on how we collect, use and store their information prior to enrolment.
- Participants must complete a declaration stating they consent to their personal information being collected and used by Dementia Australia, governments and other agencies for administration and research purposes.



- We will never disclose participants' personal information to another party without an individual's written consent.
- Participants have a right to access and correct their personal information.
- We provide participants with information on our compliance with our privacy policies and procedures.

## Work health and safety

We are committed to the safety and wellbeing of our staff, participants and visitors while at our Dementia Australia sites across the country. By actively following the Workplace Health and Safety Act 2011, Dementia Australia takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this, we have processes and systems in place to ensure:

- a safe and clean working environment
- staff are adequately trained, know how to effectively manage emergencies, and can identify, control and eliminate potential risk and hazards
- we identify potential risks in the completion of assessment tasks, and engage strategies to control and eliminate these risks
- sufficient equipment (including personal protective equipment) is available and in good working order
- adhere to Workplace Health and Safety, Risk Management and Incident Management policies
- transparent reporting and documentation of risks, hazards, incidents and accidents.
- robust governance and monitoring.

As a participant, you also have a role to play in ensuring our environment remains safe and free of hazards. You can help us contribute to workplace safety by:

- ensuring work areas and training locations are free from clutter and obstructions that would cause a trip, slip or a fall
- complying with smoking laws under the Smoke-free Environment Act 200
- knowing the emergency and evacuation procedures of your work and training location

- applying the work, health and safety knowledge acquired during your training to keep your environment safe
- wearing appropriate footwear when receiving training in clinical, hospital and aged care settings
- immediately reporting accidents or incidents and follow Workplace Health, Safety and Environment Policy and Procedures.

Furthermore, if you see an existing or potential hazard:

- assess if the hazard can be removed or controlled safely
- act to signal or warn nearby people of the hazard
- report the hazard to your trainer or a staff member, who will arrange further control of the hazard.

*“If you identify a work, health and safety concern, speak to your Facilitator so that they can do a risk assessment and manage and control the risk or hazard.”*

## Bullying, harassment and discrimination

We are committed to ensuring that all participants can study and complete their qualifications in an environment free from bullying, harassment and discrimination. We take a no-tolerance approach to discrimination, bullying and harassment and have severe disciplinary measures in place for participants or staff who breach our policies and procedures.

If you feel you are being bullied, harassed or discriminated against, we encourage you to:

- speak with the person(s) whose behaviour is making you distressed or uncomfortable and ask them to stop
- tell your Facilitator what is happening or has happened
- make a formal complaint
- make a complaint under anti-discrimination legislation to your relevant State-based Anti-discrimination Board.

## Drug-free environment

Under the Smoke-free Environment Act 2000, smoking is prohibited at all Dementia Australia premises. We have a legal obligation to enforce this law.

Section 6A(1)(i) of the Act bans smoking within four metres of a pedestrian access point to a public building.

Participants who attend class under the influence of prohibited drugs will be asked to leave the premises and may face disciplinary action.

## First aid

A first-aid kit is located at each Dementia Australia training site. We are not permitted to administer medication to any participant. All injuries requiring first aid are reported, treated and recorded as outlined in the Workplace Health and Safety Policy.

## Fees

While many Dementia Australia courses are government-funded, some courses are fee-for-service, which means we charge customers (organisations who are booking courses for their staff) or participants (people enrolling in our courses) at comparable market rates. Course fees are inclusive of GST, tuition, learning resources and consumables, administration and enrolment-processing fees.

Fees are based on a course's duration, delivery method, resource requirements and commercial viability. Where participants receive a credit transfer (accredited training), they are not charged for this unit.

Dementia Australia's General Manager for Education and Provider Services is responsible for determining all fees and charges, and these are reviewed annually.

## Ceasing operations

In the unlikely event that Dementia Australia ceases to operate, we will comply with the 2025 Standards for Registered Training Organisations. This means we will:

- notify all participants within a reasonable period that our training organisation is ceasing to operate and what date this will take effect
- provide participants with a Statement of Attainment for all units successfully completed
- provide participants with information on an alternative training provider in which to transfer their enrolment
- work with the alternate training provider to transfer participants' enrolment and provide all relevant documentation to assist in a successful and seamless transition
- send all relevant records and awards to the Australian Skills Quality Authority (all records will be stored in accordance with legislative and contractual requirements).

## What we expect from you—code of conduct

We expect all Dementia Australia participants to demonstrate the following behaviours:

- Talk to us if you:
  - are having difficulties attending training sessions, keeping up with your assessment schedule or need further clarification on completing any course-related tasks
  - have additional learning needs or support requirements.

You must also:

- ensure all evidence contained in your assessments is your own work and complete the participant declaration and privacy disclaimer for each assessment task. Where you are acknowledging another person's work, you are required to reference using standard American Psychological Association referencing. If you have any questions about referencing, discuss these with your Facilitator
- keep copies of all assessment tasks submitted to your Facilitator for review
- follow safe work practices at all times. If you identify an unsafe situation, broken equipment or a hazard (not related to your workplace), you must tell your Facilitator or another staff member immediately so that the issue can be addressed as soon as possible
- treat other participants and staff with courtesy and respect
- act in a way that supports the diversity of other participants and staff
- comply with all relevant State and Commonwealth legislation and regulations, including anti-discrimination and harassment legislation. Notify your Facilitator or the National Quality and RTO Manager of any behaviour that is unwelcome, or makes you feel unsafe or uncomfortable
- contact your Facilitator to organise and confirm any scheduled appointments related to your course
- provide your Facilitator with ample notice and arrange another date to meet if you are unable to attend a scheduled appointment
- tell us about any changes to your personal information, including your address

We hope all participants enjoy our courses and training and we encourage you to provide feedback about your experience via the course feedback survey or [cdl@dementia.org](mailto:cdl@dementia.org)

## Section 3 | Recognition of prior learning and credit transfer

### Recognition of prior learning

Recognition of prior learning is a way that you can have your knowledge and skills assessed against a nationally recognised qualification, accredited course, or specific units of competency.

During your life, you may have:

- gained extensive experience, knowledge and skills from previous job roles
- undertaken community and volunteer work
- completed formal or informal training—in the workplace, at a Registered Training Organisation or a university.

*“We are committed to providing you with opportunities to have existing skills and knowledge recognised towards the achievement of a nationally recognised qualification or Statement of Attainment.”*

If you would like to apply for recognition of prior learning, we will provide you with a self-assessment tool. You will also be given the opportunity to meet with a Facilitator discuss and assess your suitability.

If you think you have the skills, experience and knowledge to apply for recognition of prior learning, email us at [cdl@dementia.org.au](mailto:cdl@dementia.org.au)

## Credit transfer

In accordance with the 2025 Standards for Registered Training Organisation, we accept and provide credit for units of competency where you hold the same or equivalent Australian Qualification and can provide evidence of this.

Where you have completed a unit of competency with a different title or code from the one for which credit is sought, Dementia Australia will establish equivalency by confirming equivalence on the National Register of Vocational Education and Training, or by using mapping documents contained within the training package.

You can apply for a credit transfer throughout your enrolment; however, we encourage you to apply at enrolment or before training commences, so you don't undertake unnecessary training or assessment.

To apply for a credit transfer, please email [cdl@dementia.org.au](mailto:cdl@dementia.org.au) or speak to your Facilitator.

The Credit Transfer Application Form allows you to provide consent for us to authenticate your transcripts with the issuing training organisation before approving the credit transfer. We are unable to proceed with the Credit Transfer process until we have received the Credit Transfer Application Form.

You can only apply for a credit transfer for units linked to your enrolment and on our scope of registration.

Note: Any nationally recognised units of competency you have completed from 2015 will be listed under your Unique Student Identifier (USI). To save time verifying your results with your previous training organisation, you can allow us to view your transcript online.

To do this:

- log into your USI account
- click on the "Provide your USI" tile
- scroll to the "Set up access to your USI/Permissions" option
- select "Add Organisation" and search Dementia Australia.

We recommend limiting the time we can view your transcript to the duration of your course.

We will notify you of the credit transfer outcome within five business days. If an application may take longer than expected, we will advise you of the reason for the delay. If you are granted credit for a unit(s) of competency, you will not be charged for the credited unit(s).

# Section 4 | Assessment

## Assessment

Assessment is the final stage in confirming that you have the skills and knowledge to undertake a particular task to the standards outlined in the training package and unit of competency, and that you have met the course's learning objectives.

To do this, you will be required to submit a series of assessment tasks to demonstrate your knowledge in each unit of competency in your course.

Assessment tasks vary depending on the delivery method and your course. Examples of common assessment methods include:

- interview-style or written questioning
- observation of a particular skill
- reports from your employer or supervisor
- assignments, projects or role plays
- collection of work samples.

Your **Participant Course Guide** outlines the assessment methods for your course. For each assessment task, you will be provided with detailed instructions on how to complete and submit the task, as well as the assessment due date.

To adequately prepare for each assessment task, carefully read the assessment instructions. Speak with your Facilitator to clarify any areas you are unsure of, or if there are factors that could influence your ability to complete the task successfully. Creating a study plan is a great way to ensure you have enough time to prepare and complete the task by the due date. Ask your Facilitator if you need help developing a study plan.

For each assessment task (for example, projects or work samples), you must keep a copy of the completed task and any associated documentation. We retain your task as evidence and do not return it to you.



## Reasonable adjustment

We are committed to providing fair training and assessment services, and have a process to ensure assessments can be reasonably adjusted for participants with special needs, support requirements and disabilities.

In this case, your Facilitator will work with you to identify strategies to adjust the assessment while maintaining its integrity. For example, this may involve providing a longer timeframe to undertake the assessment, using assistive technology, or adapting the assessment environment.

## Extensions

If you have a valid reason for not submitting an assessment task on or before the due date, you can request an extension by emailing your Facilitator. The request must be sent before the assessment due date. Your email must contain the following:

- your reason for requesting the extension
- the name of the task(s) you are requesting the extension for.

Your Facilitator will review your request and notify you of the decision via email within five business days.

## Failure to attempt an assessment

As there are several different assessment tasks for each unit of competency, participants who do not attempt an assessment task without a valid reason will risk a withdrawal result for the unit being assessed.

This means that failure to complete an assessment task could jeopardise your ability to complete your qualification.

## Referencing and copyright

We require you to use referencing in your writing to acknowledge information from other sources. If you fail to reference another person's ideas, theories or data, you are in breach of copyright and may be accused of plagiarism. Examples of reference sources include, but are not limited to, textbooks, journals, websites and conference notes.

Dementia Australia requires you to use appropriate American Psychological Association referencing when quoting another person's ideas, theories or data. It is imperative that your assessment tasks include this. If you have any questions on how to reference, we encourage you to ask your Facilitator.

Copying another participant's work is not permitted. If you are suspected of copying, we may take disciplinary action, which could jeopardise your ability to complete your qualification.

Participants should use artificial intelligence (AI) tools responsibly and ethically. AI tools should only be used to support learning and not to produce answers or responses for assessments. You must reference AI sources if you use them.

Any assignments and assessments must be your own original work and we require you to sign a declaration verifying this for all submitted tasks. Failure to create an original work could result in the assessment task being deemed "not yet satisfactory" by the Facilitator. You may be required to complete additional work and resubmit the assessment before any Statements of Attainment or qualifications are issued.

## Understanding your results

In order to complete your course and receive your Statement of Attainment, you are required to achieve a satisfactory result for each of your assessment tasks. To do this, you must ensure you:

- meet the requirements of the assessment task(s) for the unit(s) of competency
- meet any regulatory requirements
- satisfy the Facilitator that the evidence you provide is your own work and can be verified or authenticated
- provide evidence that is sufficient to make a judgement
- can demonstrate competency reliably and consistently to a standard required by the industry.

You will receive detailed feedback and a result of either “Satisfactory” or “Not Yet Satisfactory” for each assessment task. You must receive a Satisfactory result for each assessment required by the unit of competency to receive an overall Competent result.

We encourage you to speak to your Facilitator if you have any questions regarding the assessment process. They will be able to provide you with detailed information.

**Table 1: Assessment outcomes**

<b>S – Satisfactory</b>	This result indicates you have met the requirements of an assessment task, which may have had several parts.
<b>NYS – Not Yet Satisfactory</b>	This result indicates you need to provide additional information or require more time to complete or develop the skills and knowledge required to complete the components of the task. Your Facilitator will provide you with detailed feedback to support you.

**Table 2: Final unit results and outcomes**

<b>C – Competent</b>	This result indicates you have successfully completed all tasks and requirements of the unit.
<b>NYC – Not Yet Competent</b>	This result indicates you have not yet demonstrated the required skills, knowledge or performance to meet the standards of a particular unit of competency. It indicates that you need further training or support to address identified gaps before being deemed competent.
<b>Withdrawal</b>	This result indicates you have requested to withdraw from the unit, or you have not submitted the required assessments by the due date and have not responded to our attempts to contact you.

## Resubmitting an assessment

You have three attempts to achieve a satisfactory result for your assessments.

If you receive a Not Yet Satisfactory assessment result, we encourage you to read the detailed feedback provided by your Facilitator. The feedback identifies areas to focus on in your assessment task before you resubmit your incorrect answer/s and provides the opportunity to ask any questions.

Before your final submission, your Facilitator will offer to meet with you to help ensure you complete your assessment successfully.

# Section 5 | Completion and feedback

## Providing feedback

We are committed to providing high-quality services and products that meet individual and industry needs and respond effectively to the marketplace. To help us do this, we seek feedback from participants, employers and industry partners.

Throughout your experience with our organisation, we encourage you to provide honest and constructive feedback. Your feedback is extremely important as it helps us improve all aspects of how we deliver and assess our courses.

Your feedback also helps us improve the level of customer service and support we provide to participants. We look forward to hearing about your experience.

*“It is important that you share your experiences with us so we can meet your needs and expectations and continue to improve our courses and services.”*

## Record-keeping

Dementia Australia, in accordance with the 2025 Standards for Registered Training Organisations, securely stores all records relating to a participant’s enrolment and assessment outcomes for a 30-year period in our Student Management System. Assessment evidence is kept for two years and is securely destroyed or deleted at the end of the retention period.

The following principles underpin the organisation’s privacy policy and procedure, and record-keeping process:

- Dementia Australia takes all reasonable steps to protect and maintain personal and sensitive information.
- We use a robust governance framework to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access and inappropriate disclosure.
- Before collecting any personal and sensitive information, we inform the individual on how information will be collected and stored, the purpose of collection, whether it will be disclosed to a third party and under what circumstances disclosure may occur.
- Once the individual is well-informed, we obtain consent to collect the information.
- We only use personal and sensitive information for collection purposes. Only staff who require the information to complete their duties can access it.

- Participants can access their information at any time without charge.
- We store personal information in electronic format only.
- We use security measures, such as unique password requirements and restricted file access, to maintain and protect participants, customers and employees' privacy.
- Dementia Australia will only disclose personal information to a third party if we have obtained written consent from the individual.
- In the case of Dementia Australia receiving unsolicited information, it is either destroyed or de-identified.

## Issuing your qualification

At Dementia Australia, we use systematic processes to issue a nationally recognised qualification, ensuring our graduates and the community are confident that they meet the requirements of the Australian Qualifications Framework (AQF).

General principles that underpin how we issue nationally recognised certification documentation include:

- We only issue AQF qualifications that are on our scope of registration.
- We deliver and assess all accredited training in English.
- Our quality assurance measures and controls ensure the awards we issue meet the requirements of the AQF.
- We provide graduated participants with certification documentation to which they are entitled – including a testamur and a record of results.
- Participants who competently complete a part AQF qualification receive a Statement of Attainment.
- We issue certifications to graduated participants within 30 calendar days of them meeting the training package requirements (for example, the date they completed the final assessment or exited the course), unless an earlier period is specified in a government contract.
- To avoid delays in issuing certification, Dementia Australia ensures a participant's Unique Student Identifier is validated on enrolment.\

- We send AQF certification documentation directly to the graduated participant.
- We can only issue certification after a graduated participant has paid all outstanding fees (fee-paying participants only).
- All certification documentation meets the 2025 Standards for Registered Training Organisations.
- We replace certification documentation for graduated participants without charge.
- Dementia Australia may request the return of certification documentation where there has been evidence of fraud or dishonesty.
- As the issuing organisation, Dementia Australia authenticates and verifies a graduated participant's certification documentation on request.
- We keep a register of all AQF qualifications issued for a 30-year period.
- We provide reports of records of qualifications and Statements of Attainment to the Australian Skills Quality Authority or relevant government department on a regular basis, or as requested.