Designer Life

EMPLOYMENT • TRAINING • CAREERS

STUDENT HANDBOOK

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Nationally Recognised Training
RTO 32502

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Vision

To continue as one of Australia's premier training providers for:

- Indigenous Australians;
- Early school-leavers;
- The long-term unemployed; and
- Disadvantaged Australians.

Mission

To achieve our vision by 2030.

This will be achieved by delivering unsurpassed levels of client care, and innovative comprehensive training, that is tailored to our clients' diverse needs. We will optimise employment opportunities for our clients and robustly prepare them for stable on-going employment that will lead to independence and financial stability.





Message from the Chief Executive

As Chief Executive of this organisation, I assure students of my full support for the implementation of all quality, management and operational functions articulated in this student handbook. I welcome your input and am confident that the Designer Life team and I will adhere to our philosophy of continuous quality improvement in all aspects of Designer Life's operations.

This student handbook provides direction that guides Designer Life towards the provision of best practices in training development, management, and service delivery. This handbook clearly states our processes to ensure compliance with the standards regulated by the Australian Skills Quality Authority. For clients of Designer Life, it ensures that their investment in training provides the best possible training experience and outcomes.

Leisa Roberts

Designer Life CEO

Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's Vocational Education and Training (VET) sector. ASQA regulates training providers and accredited courses in line with the 2025 Standards for Registered Training Organisations (RTO), which came into effect on 1 July 2025.

These Standards ensure that RTOs deliver high-quality training and assessment, maintain strong regulatory compliance, and continuously improve their practices to achieve quality outcomes for learners and employers.

Qualifications and Short Courses

Currently Designer Life is able to offer students accredited training in the following.

Course brochures and other downloadable resources are available at: https://designerlife.com.au

The prices listed are for full fee-paying students, subsidies may apply to some courses for eligible students:

CODE	TITLE	PRICE
BSB10120	Certificate I in Workplace Skills	$1500
BSB20120	Certificate II in Workplace Skills	$2000
BSB30120	Certificate III in Business	$2500
BSB30120	Certificate III in Business (Administration)	$2500
BSB30120	Certificate III in Business (Customer Engagement)	$2500
BSB30220	Certificate III in Entrepreneurship and New Business	$3300
CHC22015	Certificate II in Community Services	$2000
CHC32015	Certificate III in Community Services	$3000
CHC33021	Certificate III in Individual Support	$3500
CHC41215	Certificate IV in Career Development	$3800
CPP30321	Certificate III in Cleaning Operations	$2400
FSK20119	Certificate II in Skills for Work and Vocational Pathways	$3200
SIR20216	Certificate II in Retail Services	$2500
SIR30216	Certificate III in Retail	$3000
SIT20322	Certificate II in Hospitality	$2800
SIT30622	Certificate III in Hospitality	$3200
SHORT COURSES		
RSA	SITHFAB021 Provide responsible service of alcohol	$150
RSG	SITHGAM022 Provide responsible gambling services	$150
Barista	SITXFSA005 Use hygienic practices for food safety and SITHFAB025 Prepare and serve espresso coffee	$550
First Aid	HLTAID011 Provide First Aid	$150
Mental Health	CHCMHS001 Work with people with mental health issues	$150

For more information on the cost of obtaining a qualification through Recognition of Prior Learning please see the RPL Fees section of the Handbook.

Client Services

Designer Life is committed to delivering high-quality services to support students throughout their training and assessment journey. This commitment is based on a client focused operation that produces the best possible outcome for students. Designer Life will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Designer Life receive every opportunity to successfully complete their chosen training program. Designer Life will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Designer Life takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.



In summary, Designer Life will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Information and course materials are readily available and are presented in an easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

While Designer Life guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled, or that the student will obtain a particular employment outcome outside the control of Designer Life.

Services include:

- Pre-enrolment materials
- Study support and study skills programs
- Language, Literacy and Numeracy (LLN) programs, or referrals to these programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Information technology (IT) support
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs customised to the workplace

Designer Life will provide all relevant information and directions to each student prior to enrolment to enable the student to make informed decisions about undertaking training with Designer Life. This information will be clear and readily available in print or as an electronic format.

Designer Life will provide the following information specific to each student:

- The code, title, and currency of the AQF qualification, skill set or VET course in which the student is to be enrolled, as published on the National Register.
- The services the RTO will provide to the student including the:
  - estimated duration of the services
  - expected locations at which the services will be provided
  - expected modes of delivery
- The student's obligations, including any requirements that the student needs to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course.
- Any materials and equipment that the student must provide.
- The educational and support services available to the student.

Where there are any changes to agreed services, Designer Life will advise the student as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Designer Life is committed to completing the outlined training and assessment once students have started study in their chosen qualifications or courses from the course start date.

In the event that Designer Life is unable to complete delivery of training, if possible, Designer Life will arrange for the agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained.

Feedback and Continuous Improvement

The CEO recognises that opportunities for improvement may arise in every aspect of business and has developed an organisational culture within Designer Life to capitalise on these opportunities for improved practice.

Designer Life supplies feedback forms to all students at the end of each program as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

As a student with Designer Life, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Designer Life has developed a best practice register which includes a written record of all improvement strategies.

Access and Equity

Designer Life is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location that may present a barrier to access, or any other perceived difference in class or category, including ensuring cultural safety for First Nations people.

Designer Life ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Designer Life will address access, and equity matters as a nominated part of operational duties.

Designer Life has developed this handbook to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into Designer Life, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a Designer Life staff member. Students are made aware of the access and equity policy via this handbook and informed of their rights to receive access and equity support, and to request further information.

Designer Life access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

Practicing these policies guarantees that any student who meets Designer Life entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Designer Life's management for consultation.

Language, Literacy and Numeracy Assistance

Designer Life course information and learning materials contain written documentation and, in some cases, numerical calculations.

Designer Life recognises that not all students will have the same level of ability in relation to reading, writing, and performing calculations. Prior to enrolment, all students will complete a language, literacy, and numeracy test in order to assess the student's level of ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Designer Life will endeavour to provide assistance to students having difficulty with language, literacy, or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Designer Life staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Student Support

Student wellbeing and support policy

Designer Life will make all reasonable efforts and utilise a variety of available methods to assist all students in their efforts to complete training programs. Designer Life will determine the support needs of individual students and provide access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set, or VET course as specified in training packages or VET accredited courses. Designer Life will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer, or other Designer Life staff members, in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Designer Life to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Designer Life who will provide discreet, personalised, and confidential assistance according to the nature of the difficulties.

If you need assistance with:

- **Your enrolment (before or during enrolment process):** including questions about funding eligibility, course suitability, course information etc, please contact our administration team on enrol@designerlife.com.au
- **Your enrolment (after enrolment):** including questions about extensions, withdrawal or other changes to your enrolment, please contact our administration team on enrol@designerlife.com.au
- **Feedback or complaints:** Please contact our administration team on enrol@designerlife.com.au
- **Your course**: including questions about support to completing assessments, reasonable adjustment, course content, assessments or re-assessments please contact your trainer. If you are uncertain how to contact your trainer, please contact our administration team on enrol@designerlife.com.au

Our staff are available 9am to 5pm, Monday to Friday (excluding public holidays).

Support and Wellbeing Resources

In an Emergency: If there is an immediate threat to anyone's safety, contact
Triple Zero (000) for ambulance, fire, or police.

In the event that a student's needs exceed the capacity of the support services Designer Life can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Designer Life staff members will assist students to source appropriate support.

Please consider reaching out to one of the below external services if we are not able to provide you with assistance.

Mental Health Support

Beyond Blue: 24/7 mental health support services - 1300 22 46 36, beyondblue.org.au

Headspace: Online support and counselling for young people 12 to 25 - 1800 650 890 headspace.org.au

Lifeline: 24/7 crisis support and suicide prevention - 13 11 14, lifeline.org.au

Suicide Call Back: 24/7 crisis support and counselling service - 1300 659 467, suicidecallbackservice.org.au

MensLine: 24/7 counselling service for men - 1300 78 99 78, mensline.org.au

QLife: LGBTI peer support and referral - 1800 184 527, qlife.org.au

13YARN: 24/7 crisis support for First Nations people - 13 92 76, 13yarn.org.au

Acute Care Team: 24/7 support, information, advice and referral services for mental health, also supports people from CALD backgrounds - 1300 624 355

Griefline: Support and counselling for people experiencing grief – 1300 845 745, griefline.org.au

Domestic Violence, Sexual Assault and Abuse

1800RESPECT: 24/7 support for people impacted by sexual assault, domestic violence and abuse - 1800 737 732, 1800respect.org.au

Full Stop Australia: 24/7 telephone and online sexual and domestic violence counselling - 1800 385 578

Rainbow Sexual, Domestic and Family Violence Helpline: 24/7 assistance for people from the LGBTQ+ community who have been impacted by sexual domestic and/or family violence - 1800 497 212

Financial Counselling

National Debt Helpline: Free advice on how to manage debts - 1800 007 007, ndh.org.au

Mob Strong Debt Helpline: Free legal advice on money matters for First Nations people - 1800 808 488, financialrights.org.au/getting-help/mob-strong-debt-help/

Drug and Alcohol Support

Counselling Online: 24/7 counselling support for drug and alcohol issues - counsellingonline.org.au

Family Drug Support: Support and information for families of people who use drugs and/or alcohol - 1300 368 186, fds.org.au

Quitline: Support to stop smoking or vaping - 13 78 48, quit.org.au

Drinkwise: Alcohol information and support - drinkwise.org.au

Parents and Carers

Family and Child Connect: Confidential telephone counselling service which supports parents and carers of children - 13 32 64, familychildconnect.org.au

Carers Queensland: Support and advocacy for people providing care to family members or friends - 1300 747 636, carersqld.com.au

Arafmi: 24/7 support for carers of people with mental health illnesses, including support for carers from multicultural backgrounds - 1300 554 660, arafmi.com.au

Parentline: Confidential telephone support and counselling for parents and carers - 1300 30 1300, parentline.com.au

Supporting your own wellbeing

Supporting personal wellbeing as a student is vital for maintaining a balanced and fulfilling life, and to ensure you can maintain engagement with your studies.

To support wellbeing, students should:

- Prioritise Mental and Physical Health:
    - Get enough sleep—aim for between 7 and 9 hours per night.
    - Eat a well-balanced diet and ensure you drink enough water.
    - Engage in regular physical activity that suits your lifestyle, needs and level of ability.
    - Practice mindfulness or meditation to reduce stress.
- Maintain a Healthy Routine:
    - Set realistic goals and manage your time effectively.
    - Avoid overcommitting—balance study, social life, and self-care.
    - Take breaks to recharge and avoid burnout.
- Build a Support System:
    - Stay connected with friends and family.
    - Seek help when needed—talk to a mentor, teacher, or counsellor.
    - Join clubs or activities that bring joy and foster connections.
- Develop Healthy Study Habits:
    - Create a structured study plan and avoid cramming.
    - Find a quiet, comfortable place for studying.
    - Use productivity techniques like the Pomodoro method to stay focused.
- Manage Stress Effectively:
    - Engage in hobbies or creative activities that bring relaxation.
    - Limit screen time and social media usage to avoid distractions.
    - Practice gratitude—reflect on positive moments in your day.

A range of wellbeing and study support resources are available to help you succeed in your training, including our **Wellbeing Guide**, **Study Planner**, and other useful student resources.

Access these resources here.

Students with a disability

Designer Life has obligations under the *Disability Standards for Education 2005* and the *Disability Discrimination Act 1992* to support students with disability to access and participate in training and assessment on the same basis as students without disability. Students with a disability will be supported to disclose their disability to Designer Life if they choose to do so. Students can choose to disclose information at any time prior to or during their enrolment.

Disclosing this information is the personal choice of each student and is not a requirement of enrolment. However, students should note that providing information about the impact of your disability early the enrolment process will assist Designer Life to ensure that reasonable adjustments can be put in place as soon as possible.

Reasonable Adjustment

Designer Life recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Designer Life respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students.

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise, comparability of standards will be compromised. For example, a student who has difficulty writing may be able to type their assessment instead or verbally answer questions. However, if the requirements of the unit mean that a student needs to demonstrate an ability to write information by hand, these adjustments would need to be reviewed.

Acceptable adjustments to teaching and assessment methods will vary depending on the needs of the student and the type of evidence that needs to be gathered.

The need for an adjustment and the nature of an adjustment will be determined in consultation with the student or the student's chosen advocates or representatives. This might include consultation on whether there is any other adjustment that would be no less beneficial for the student but less disruptive and intrusive for others.

Information about the student's disability will form part of an assessment of:

- What adjustment may be required, including assessing the nature and extent of the adjustment needed and assessing Designer Life's capacity to provide the adjustment; and
- To clarify the student's ability to comply with the requirements of their desired course or training program, ensuring that these requirements are genuine and non-discriminatory.

Designer Life staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Designer Life can offer, they will be referred to an appropriate external agency.

Where it is determined that a student is unable to comply any genuine and non-discriminatory requirements of a course or training program, Designer Life will consult with the student and the student's chosen advocates or representatives about the next steps that can be taken.

Language, Literacy and Numeracy Assistance

Designer Life course information and learning materials contain written documentation and, in some cases, numerical calculations.

Designer Life recognises that not all students will have the same level of ability in relation to reading, writing, and performing calculations. Prior to enrolment, all students will complete a language, literacy, and numeracy test in order to assess the student's level of ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Designer Life will endeavour to provide assistance to students having difficulty with language, literacy, or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Designer Life staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Discipline

Designer Life makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training, and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Designer Life requires that all students observe the following principles whilst undertaking training and assessment:

- Respect other students and the Trainer/Assessor
- Feel free to contribute, but let everyone have their say
- Not to cause disruption to the training and assessment process
- All work should be the original work of the student
- Complete and submit all assessment material on time

All students are also asked to operate within the general guidelines of the policies and procedures as outlined here in the Student Handbook. Designer Life expects all students to conduct themselves with honesty and integrity in all their dealings with staff and other students. This is especially important in the verification that a student's work is genuinely their own. This environment of mutual respect and understanding is important to foster the learning process, and it is all of our responsibility to maintain.

Failure to uphold the policies and rules as described in this Student Handbook is considered to be misconduct and may result in disciplinary action. All notices and notes of verbal discussions relating to misconduct and counselling sessions will be placed on the individual's student file.

Designer Life Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable; or
- Advise the student to leave the room for break and return after a few minutes once they have modified their behaviour.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Designer Life complaint procedure. Designer Life staff are expected to maintain a professional and ethical working relationship with all other staff members, management, and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Designer Life, and appropriate action will be taken.

Referencing

Students must acknowledge any information, ideas, or content obtained from external sources. Failure to acknowledge the work of others, including content generated using Artificial Intelligence (AI), may be considered plagiarism and a breach of academic integrity.

Designer Life uses both APA and Harvard referencing styles, the style you use depends on your course, and the assessment instructions provided:

APA Referencing:

- Community Services
- Individual Support

Harvard Referencing:

- Business
- Career Development
- Retail
- Hospitality

Further information and guidance on referencing can be found on the Designer Life website: https://designerlife.com.au/courses/student-resources

Plagiarism, Collusion, Cheating and AI (Artificial Intelligence) Use

Designer Life acknowledges the increasing use of Generative AI tools in various educational and workplace settings. While these tools can support learning and skill development, their use in assessment must align with principles of academic integrity and the competency-based assessment requirements of the Australian VET sector.

Students are expected to demonstrate their own knowledge, skills, and competence in assessment tasks. The unauthorised use of Generative AI tools to produce, modify, or complete assessments without proper acknowledgment may be considered academic misconduct, including plagiarism or cheating.

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Contract Cheating is a form of cheating. Contract cheating occurs when a student engages or uses another person, organisation, website, or service, including AI tools, to complete an assessment or part of an assessment on their behalf and submits the work as their own.

Collusion is a form of cheating. Collusion occurs when a student collaborates with another person to complete an assessment that is intended to be completed independently, or knowingly allows another person to copy, share, or submit their work as their own.

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating, plagiarism, collusion and contract cheating are serious breaches of academic integrity and may result in disciplinary action, including cancellation of your course. To maintain integrity in assessment, students must ensure that all work submitted is their own and is properly referenced.

Permitted Use of Generative AI

Generative AI may be used in assessments only under the following conditions:

- When explicitly permitted by Designer Life within a specific assessment task or unit.
- When students transparently acknowledge the use of AI-generated content, detailing the extent of AI assistance.
- When AI is used to support research, idea generation, or structuring responses, but final submissions must reflect the student's understanding and original work.
- If a student decides to use Generative AI, it is the student's responsibility to ensure the use of AI complies with Designer Life's policies. Students are encouraged to speak with their trainer and assessor prior to submitting work if they are uncertain of what constitutes permitted use of Generative AI.

Prohibited Use of Generative AI

The following uses of Generative AI are considered breaches of academic integrity:

- Submitting AI-generated responses as original student work without acknowledgment.
- Using AI tools to complete assessments intended to measure individual competency.
- Fabricating evidence, data, or work-based examples using AI.
- Bypassing assessment conditions that require independent completion, such as supervised assessments or practical demonstrations.
- Uploading Designer Life's intellectual property (e.g., training and assessment materials etc.) to AI tools where it may be used to train Generative AI tools.

Designer Life reserves the right to verify student submissions using AI detection tools, plagiarism-checking software, and direct questioning to confirm the authenticity of student work. Suspected misuse of AI will be investigated under Designer Life's academic integrity and misconduct procedures.

Students are encouraged to speak with their trainer and assessor if they are uncertain about the use of Generative AI in assessment prior to submitting assessments.

Trainer/Assessors are responsible:

- For explaining referencing, and for identifying and reporting plagiarism, cheating and collusion.
- To not engage in any activity whereby they knowingly collude with students for the purposes of plagiarism and/or cheating on a set assessment task or during an examination or test.
- To report suspected plagiarism to the Designer Life Management Team.

Students are responsible:

- To avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format.
- To ensure all assessment evidence submitted is their own work and not generated or substantially produced by AI (Artificial Intelligence) tools.
- To avoid presenting work done in collusion with another person or persons as solely their own work.
- To not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an examination or test.
- To submit a signed Assessment Cover Sheet with each unit of competency attesting that the work submitted is all their own work

Student Overview

What courses are offered?

Please refer to the Qualifications section for a full list of courses currently offered by Designer Life.

How is training delivered?

Training courses with Designer Life are delivered using a combination of the following methods:

- Face-to-face classroom training
- Blended learning
- Online learning
- Workplace delivery

How long does a course take?

Each program has a specific course outline which details the units of competency to be studied, along with details of course dates and durations. Prospective students should ensure they have accessed the relevant course details prior to completing enrolment. Designer Life staff will ensure that all students are fully aware of course details and duration prior to finalising a student's enrolment.

How long does a course take?

Each program has a specific course outline which details the units of competency to be studied, along with details of course dates and durations. Prospective students should ensure they have accessed the relevant course details prior to completing enrolment. Designer Life staff will ensure that all students are fully aware of course details and duration prior to finalising a student's enrolment.

Course Extension Policy

Applications for extensions to the standard enrolment period will be assessed on an individual basis. Applications must be received in writing and must state the student's reasons for applying for the extension. Enrolment extensions may be granted where reasonable cause of inability to complete is provided.

The total period of the extension provided will depend on the individual circumstances of the student and the reason they have applied for the extension. However, students will only be able to apply for a maximum extension of six (6) months. Students will only be able to apply for a maximum of one (1) extension to their

enrolment. Students will not be subject to additional fees when applying for an extension to their current enrolment.

If a student has applied and been approved for an extension to their enrolment period and has still not successfully completed their course at the conclusion of the extension their case will be reviewed by Designer Life management.

Student Attendance Policy

Attendance is an essential element of a student's program for face-to-face training courses. It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority.

Student Absenteeism Policy

Students are required to notify Designer Life team prior to the commencement of the face-to-face training sessions if they are unable to attend.

Students must abide these conditions as follows:

1. Students who are absent on the date of assessment must notify Designer Life of their inability to attend **prior** to the assessment time.
2. Students who know in advance that an assessment date cannot be met must inform Designer Life **prior** to the assessment date.



Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some Designer Life training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course information which is available in this handbook.

In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, Designer Life staff will assist them in understanding the alternative options available to them. Any questions regarding these arrangements can be addressed by Trainers or Designer Life Management.

Initial Enquiry and Application

The Enrolment procedure commences when a student contacts Designer Life expressing interest in a training program(s). Designer Life staff will respond by dispatching by suitable means pre-enrolment information, information on the program(s) being considered and any other documentation which may be relevant.

Pre-course evaluation

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs and will allow Designer Life staff members to evaluate any requirements the student may have to improve their learning experience and outcome.

Based on the information gathered through the initial application, interview and any other relevant correspondence and conversations. Applications will be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course.

Designer Life staff and management will provide the student with advice on if their chosen course or training program is suitable for them. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Designer Life to discuss their training needs and alternative opportunities.

Fees

Training programs with Designer Life will attract certain fees, the type of fees you need to pay, the amount you will need to pay and when you pay will vary.

Designer Life will never collect more than $1,500 in course fees from an individual student prior to commencing a course or in advance of any service delivered. Where less than $1,500 is collected prior to the commencement of training or where the total course fee is less than $1,500, a fee protection process is not required. These fees are paid by/charged to the student, a government agency, or the student's employer. This only applies where individual students pay fee through direct enrolment, this does not apply to situations where an organisation (e.g., the student's employer) pays course fees on behalf of the student.

Please see the Payment Terms section for more information on when and how course fees are charged to students.

The total fee payable for each course can be found in the Qualification section of this handbook, within the Student Handbook, and is listed on the individual course flyer for each program.

The RTO's fee policy is updated regularly so that both Designer Life and our clients are protected.

Designer Life provides the following fee information to each student:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by Designer Life to complete the training and / or assessment once the student has commenced study in their chosen qualification or course;
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The refund policy.

After students have made payment on their course, further fees will not be charged for the following:

- Re-submission and re-assessment of course work and assignments; and
- No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

Fee For Services Courses

Where a student is accessing a course without utilising any kind of government subsidy or funding, they will be required to pay the full Fee for Service rate as advertised on our website, course flyer, and within this handbook.

The course fee is the maximum fee that may be charged to the student for their selected training program. It is Designer Life's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees, or expenses.

In certain situations, additional fees may be charged, please see the Additional Fee section for more information.

Please see the "Fee For Service – Payment Terms" section for information on when Co-Contribution fees will be charged.

Co-Contribution Fees

Where a student is accessing a government subsidy or funding for their course, they may be required to make a contribution to the cost of training and assessment services, this is known as a Co-Contribution Fee.

The fee may be paid on behalf of the student by a third party unrelated to Designer Life (e.g., the student's employer or a Workforce Australia Provider), but it cannot be paid by or waived by Designer Life (whether directly or indirectly).

There are certain situations where students may be eligible to access concessional rates or fee exemptions (pending meeting eligibility criteria).

The amount of this fee can vary depending on which subsidy or funding program the student is accessing and if the student is eligible for credit transfers.

Career Start – General Pathway Training

Course fees associated with your training are subsidised by the Queensland Government, leaving only a small student co-contribution fee. This fee can be paid by yourself, your employer, a family member, a friend, or another organisation, but Designer Life cannot pay or waive this fee on your behalf (this includes any person or entity connected to Designer Life).

Please see below table for unit of competency charge rates:

COURSE	TOTAL COURSE UNITS	PER UNIT CHARGES	TOTAL CHARGE
BSB10120 Certificate I in Workplace Skills	6	**Non-Concessional:** $25.00 **Concessional:** $12.50	**Non-Concessional:** $150.00 **Concessional:** $75.00
BSB20120 Certificate II in Workplace Skills	10	**Non-Concessional:** $20.00 **Concessional:** $10.00	**Non-Concessional:** $200.00 **Concessional:** $100.00
BSB30120 Certificate III in Business	13	**Non-Concessional:** $19.23 **Concessional:** $9.62	**Non-Concessional:** $250.00 **Concessional:** $125.00
BSB30220 Certificate III in Entrepreneurship and New Business	10	**Non-Concessional:** $33.00 **Concessional:** $16.50	**Non-Concessional:** $330 **Concessional:** $165
CHC22015 Certificate II in Community Services	9	**Non-Concessional:** $22.22 **Concessional:** $11.11	**Non-Concessional:** $200 **Concessional:** $100
CHC32015 Certificate III in Community Services	12	**Non-Concessional:** $25.00 **Concessional:** $12.50	**Non-Concessional:** $300 **Concessional:** $150
CHC33021 Certificate III in Individual Support (Ageing and Disability)	15	**Non-Concessional:** $23.33 **Concessional:** $11.67	**Non-Concessional:** $350 **Concessional:** $175
CPP30321 Certificate III in Cleaning Operations	14	**Non-Concessional:** $17.14 **Concessional:** $8.57	**Non-Concessional:** $240.00 **Concessional:** $120.00
SIR20216 Certificate II in Retail Services	12	**Non-Concessional:** $20.83 **Concessional:** $10.42	**Non-Concessional:** $250.00 **Concessional:** $125.00
SIR30216 Certificate III in Retail	13	**Non-Concessional:** $23.10 **Concessional:** $11.54	**Non-Concessional:** $300.00 **Concessional:** $150.00
SIT20322 Certificate II in Hospitality	12	**Non-Concessional:** $23.33 **Concessional:** $11.67	**Non-Concessional:** $280.00 **Concessional:** $140.00
SIT30622 Certificate III in Hospitality	15	**Non-Concessional:** $21.33 **Concessional:** $10.67	**Non-Concessional:** $320.00 **Concessional:** $160.00

Career Start – Traineeship Training Pathway

All students who enrol into a Traineeship subsidised under Career Start are required to pay a Co-Contribution fee. This fee may be paid on behalf of the student by their employer or by a Third Party.

Co-Contribution Fees are calculated at a rate of $1.60 per nominal hour for each unit of competency that the student completes as a part of their course.

Where a student meets eligibility criteria for a partial fee exemption, they will be charged 40% of the standard fee.

If you are eligible to receive a Credit Transfer or Gap Training for a unit, you will not be charged a fee for that unit, and your total Co-Contribution Fee will be reduced.

COURSE	TOTAL COURSE UNITS	FULL FEE*	PARTIAL EXEMPTION*
BSB10120 Certificate I in Workplace Skills	6	$232.00	$92.80
BSB20120 Certificate II in Workplace Skills	10	$512.00	$204.80
BSB30120 Certificate III in Business	13	$784.00	$313.60
BSB30120 Certificate III in Business (Administration)	13	$752.00	$300.80
BSB30120 Certificate III in Business (Customer Engagement)	13	$696.00	$278.40
CPP30321 Certificate III in Cleaning Operations	14	$443.20	$177.28
CHC32015 Certificate III in Community Services	12	$792.00	$316.80
CHC33021 Certificate III in Individual Support (Ageing)	15	$1,516.80	$606.72
CHC33021 Certificate III in Individual Support (Disability)	15	$1,436.80	$574.72
SIT20322 Certificate II in Hospitality	12	$419.20	$167.68
SIT30622 Certificate III in Hospitality	15	$515.20	$206.08
SIR20216 Certificate II in Retail Services	12	$520.00	$208.00
SIR30216 Certificate III in Retail	13	$640.00	$256.00

* Fees listed are the maximum amount payable if students complete all units in Designer Life's standard unit delivery. Alterations to units delivered (e.g., changing units delivered, receiving credit transfers etc.) may impact the amount payable, exact fee amounts can be supplied for individual students prior to enrolment.

Career Boost

Course fees associated with your training are subsidised by the Queensland Government, leaving only a small student co-contribution fee. This fee can be paid by yourself, your employer, a family member, a friend, or another organisation, but Designer Life cannot pay or waive this fee on your behalf (this includes any person or entity connected to Designer Life).

Fees are calculated on a unit of competency level, if you are eligible to receive a Credit Transfer or Gap Training for a unit, you will not be charged a fee for that unit, and your total Co-Contribution Fee will be reduced.

Please see below table for unit of competency charge rates for Qualifications:

COURSE	TOTAL COURSE UNITS	PER UNIT CHARGES	TOTAL CHARGE
CHC41215 Certificate IV in Career Development	13	**Non-Concessional:** $29.24 **Concessional:** $14.62	**Non-Concessional:** $380.00 **Concessional:** $190.00

Please see below table for unit of competency charge rates for Skill Set:

COURSE	TOTAL COURSE UNITS	PER UNIT CHARGES	TOTAL CHARGE
CHCSS00129 Individual Support - Ageing Skill Set	5	**Non-Concessional:** $23.33 **Concessional:** $11.67	**Non-Concessional:** $116.65 **Concessional:** $58
CHCSS00130 Individual Support - Disability Skill Set	4	**Non-Concessional:** $23.33 **Concessional:** $11.67	**Non-Concessional:** $93.32 **Concessional:** $46.68
CHCSS00133 Induction to Disability skill set	5	**Non-Concessional:** $23.33 **Concessional:** $11.67	**Non-Concessional:** $116.65 **Concessional:** $58
SIRSS00022 Manage disrespectful, aggressive or abusive customers Skill Set	1	**Non-Concessional:** $19.23 **Concessional:** $9.62	**Non-Concessional:** $19.23 **Concessional:** $9.62
HLTSS00083 Infection Prevention and Control Skill Set	1	**Non-Concessional:** $23.33 **Concessional:** $11.67	**Non-Concessional:** $23.33 **Concessional:** $11.67

Please see the Co-Contribution Fee page on our website for more information on eligibility for concessions, partial exemptions, and full exemptions.

Please see the “Government Subsidised Course – Payment Terms” section for information on when Co-Contribution fees will be charged.

In certain situations, additional fees may be charged, please see the Additional Fee section for more information.

Fee Changes

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course at Designer Life's discretion.

Additional Fees

Software

Students may find it helpful to have access to a range of software in order to take part in training and assessment activities for their course. Designer Life recommends that students consider some of the free and safe-to-use alternatives to paid software.

Options may include:

- **Word processing:** Google Docs, LibreOffice, Apache OpenOffice
- **Spreadsheets:** Google Sheets, LibreOffice, Apache OpenOffice
- **Presentation:** Google Slides, Canva, Prezi, LibreOffice
- **PDF readers:** Acrobat Reader, PDF Viewer for Chrome

Vocational Placement and Work Experience Fees

There may be additional fees associated with obtaining clearance checks and training that apply to students undertaking Vocational Placement or Work Experience.

For students enrolling into Individual Support or Community Services courses that include mandatory vocational placement, many employers in these industries require workers to obtain a Blue Card, Disability Worker Screening (Previously known as the Yellow Card) and/or a Police Check, you may also be required to hold a current First Aid and CPR certificate.

Queensland has also adopted a "No Card, No Start" policy, this means that students enrolling into these courses will need to source, pay for these items, and successfully obtain them prior to undertaking vocational placement. Blue Cards and Disability Worker Screenings are free for students, however, the prices for Police Checks and First Aid/CPR courses will vary depending on the supplier you choose. Designer Life will assist you with the application process for a Blue Card and/or Disability Worker Screening.



Cancellation/Withdrawal Fees

Where a student indicates that they wish to cancel or withdraw their enrolment prior to successfully completing the following administration fees will apply:

- **Fee For Service Students:** $50
- **Students enrolled under a Government Funded Program:** $25

The administration fee must be paid in full prior to Designer Life processing the cancellation/withdrawal. This fee may enforce, reduced or waived at Designer Life's sole discretion.

Printing and Reprinting Fees - Certificate or Statement of Attainment

Where a student requests a printed copy of their certification, the following fees apply:

- Statement of attainment $25.00 + GST
- Qualification (with academic transcript) $40.00 + GST

To request a printed copy of your certificate or statement of attainment, please get in touch with us:

Phone: 07 3333 2055

Email: enrol@designerlife.com.au

Fee for Service - Payment Terms

Full amount invoiced on commencement

The following payment terms will apply to the below students:

- Students paying for their own course where the total course fee is $1,500 or less
- Where an organisation (e.g., their employer) is paying the fee on the student's behalf regardless of how much the total course fee is

An invoice will be issued on confirmation of enrolment for the full fee payable, the payment terms of this invoice will be 7 days.

All outstanding fees must be paid prior to Designer Life issuing a Certificate or Statement of Attainment.

Course Fee Split

The following payment terms will apply to the below students:

- The total course fee is more than $1,500 and the student is paying for their own course

An initial invoice of $1,500 will be issued on confirmation of enrolment, the payment terms of this invoice will be 7 days.

The remaining amount will be payable on completion of the course; the payment terms of this invoice will be 7 days.

All outstanding fees must be paid prior to Designer Life issuing a Certificate or Statement of Attainment.

Government Subsidised Courses – Payment Terms

Students or their nominated third party will be charged for the full Co-Contribution Fee once they have successfully completed their first Unit of Competency.

Making Payment

Payment can be made by the following methods:

- **Direct Deposit** – Please pay into the account listed on your invoice.
- **Credit and Debit Card*** – Please contact Head Office on (07) 3333 2055 to make payment.

*No surcharge applies to any credit card or debit card payments.

Refund Policy

Fee For Service Students

Designer Life will protect fees paid in advance and has a fair and reasonable refund policy.

The following amounts will be refunded for Fee for Service enrolments:

REASON	AMOUNT REFUNDED
Cancellation is made no later than **14 days** prior to the course start date.	**100% refund**
Cancellation is made between **13 – 7 days** prior to the course start date.	**75% refund**
Cancellation is made between **6 days – 1 day** prior to the course start date.	**50% refund**
Withdrawal after starting the course.	**No Refund**
Course is cancelled by Designer Life after commencement.	**A pro-rata refund will be made to students.** The total refund amount will be based on the number of units that have not yet been commenced or completed.

Students accessing subsidies

Where students are accessing a subsidy, the following refund terms will apply.

SUBSIDY	AMOUNT REFUNDED
Career Start – General Training Pathway	Fees paid against any units that have not been successfully completed at the time of withdrawal will be refunded in full. Students will receive a pro-rata refund against units that have been commenced, but not yet successfully completed.
Career Start – Traineeship Pathway	Fees paid against any units that have not been successfully completed at the time of withdrawal will be refunded in full. Students will receive a pro-rata refund against units that have been commenced, but not yet successfully completed. Where an employer has paid additional charges for a traineeship, a pro-rata refund will be issued. It will be calculated based on the trainee's progress through their course.
Career Boost	Fees paid against any units that have not been successfully completed at the time of withdrawal will be refunded in full. Students will receive a pro-rata refund against units that have been commenced, but not yet successfully completed.

How to request a refund

If you are eligible for a refund on course fees already paid for your course, the full refund amount will be paid directly into your nominated bank account. You will need to provide the details of your bank account to the Finance Team to allow them to process your refund.

For more information, please get in touch with us:
In Person: 16 Dixon St, Strathpine QLD 4500
Phone: (07) 3333 2055 **Email:** enrol@designerlife.com.au

Terms and Conditions

By enrolling into a course with Designer Life, you agree to pay the full Course fee for the Course using the payment method you have selected.

You are required to pay the full amount of the Course fees even if you do not complete your Course, or if you fail to advise Designer Life of withdrawal from your Course within the refund periods as show in the Refund Policy.

Student request to cancel enrolment (Withdrawal prior to completion)

If a student advises Designer Life that they wish to cancel their enrolment before they have successfully completed their course the student will not be entitled to a refund. Statement of Attainment/s will be issued for any units that have been satisfactorily completed.

In lieu of cancellation, the student may defer their course study for up to 6 months from the initial enrolment date without additional charge.

Cancellation of a course by Designer Life

In the unlikely event that Designer Life cannot continue to offer a course and cancels the nominated course, a pro-rata refund of fees paid will be made to all students currently enrolled in the cancelled course, with refunds calculated on an individual basis, depending on how many units the student has yet to commence. The student will be notified directly if any changes in courses directly affect their enrolment or educational outcome.

Should Designer Life be unable to provide all units to meet the student's course completion schedule, the following will apply:

- Course fees paid will be refunded in full and no statement of attainment will be issued on any unit; OR
- Course fees paid on any unavailable unit/s will be refunded; and a statement of attainment will be issued for satisfactorily completed units.

Recognition of Qualifications

Credit Transfer

Credit transfer is the recognition of unit/s of competency that students have previously successfully completed. Credit may be obtained by students if they have previously completed units in courses or qualifications with other VET providers or with Designer Life. When credit is recognised, you don't need to repeat training or assessment for that unit.

To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit (this includes if you have previously completed an earlier version of a unit which is equivalent). Formal evidence can be a qualification certificate or transcript, statement of attainment or your VET transcript.

Designer Life will recognise all verifiable AQF qualifications and statements of attainment issued by any other RTO, as well as verified VET Transcripts. If any ambiguity is detected when validating a student's certification, Designer Life will seek verification from the student or relevant RTO before recognising the evidence provided.

There is no reduction in fees for Fee for Service students if Credit Transfer is applied for or granted. Where a student is accessing a government subsidy or funding, pro-rata refunds may be applied to fees, the amount to be paid will be confirmed prior to enrolment.

How to apply for Credit Transfer

Students who believe that they are eligible for Credit Transfer should speak with our administration team prior to or at the time of enrolment, or at any time during their enrolment. Additionally, where our administration team identifies that a student may be able to receive a credit, we will let the student know.

Students will need to supply suitable evidence in order to claim a credit transfer, this may include:

- AQF qualification and record of results
- A Statement of Attainment
- Verified VET Transcript (USI Transcript)

If a student has lost evidence of their previously completed study, they should contact the RTO that issued the AQF qualification or Statement of Attainment. If the student has difficulty contacting the issuing RTO, or if that RTO has ceased operations, the student should contact the Australian Skills Quality Authority (ASQA) for assistance - www.asqa.gov.au.

When a student provides evidence for the purpose of applying for a credit transfer, a copy will be taken and kept on the student's file. Designer Life staff will verify the authenticity of the evidence provided and may request additional evidence.

To verify the authenticity of credit transfer evidence, Designer Life staff may:

- Ask to see an original copy of AQF qualification and record of results, or Statement of Attainment
- Ask for a certified copy of the evidence (i.e., a copy that has been witnessed and signed as true and correct by a Justice of the Peace or a Commissioner of Declarations)
- Contact the RTO that issued the original AQF qualification and record of results, or Statement of Attainment to verify the authenticity of the evidence
- Use the QR code on a VET Transcript to verify its authenticity

In the event that the authenticity of the evidence provided cannot be established, the application for a credit transfer may be refused. If this occurs, students will be offered an opportunity to provide suitable alternative evidence.

If the authenticity of evidence can be verified, Designer Life staff will inform the student that their application was successful and will apply the relevant credits. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

Recognition of Prior Learning

Recognition of prior learning (RPL) means recognition of competencies currently held, regardless of how or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

The assessor must ensure that the evidence is:

- **Authentic** – The assessor must be assured that the evidence presented for assessment is your own work.
- **Valid** – The assessor must be assured that you have the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
- **Current** – The assessor must be assured that the evidence demonstrates current competency. This means the evidence should be from the present or the very recent past.
- **Sufficient** – The assessor must be assured that the quality, quantity, and relevance of the evidence enables a judgement to be made about your competency.

Designer Life appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

RPL Fees

Where a student undertakes the RPL process, this will attract an additional administration and assessment fee. This fee is in addition to the course fee listed in this handbook and on the course flyer.

RPL Fee: $1100

This fee covers the initial application, consultation, either in person or via phone, with a suitably qualified assessor, and the RPL assessment and (if successful) certification.

RPL Process

Recognition of Prior Learning (RPL) is a process that assesses an individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competency which they intend to attain, can advise Designer Life staff prior to enrolment or at any time during their course. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the Designer Life enrolment policy, students will be advised of the availability of RPL, what the process involves and how it relates to the attainment of the qualification. Students will be reminded of the availability of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

Students will be required to provide a variety of evidence that can be used to support an RPL application. Students will need to ensure that the evidence provided meets the Rules of Evidence, namely that it is valid, sufficient, authentic, and current.

Evidence may include:

- **Primary Evidence**: This is evidence that is provided "firsthand", it has not been interpreted, it is factual and objective. This evidence may include work samples, recordings, records, or original documents, such as licenses, certificates, and academic transcripts.
- **Secondary Evidence**: This is evidence that is gathered after the fact and is often an interpretation, commentary, or evaluation of primary evidence. It may be considered less reliable than primary evidence. This evidence may include resumes or written references.

Ideally, students should provide a mixture of both Primary and Secondary Evidence to support their application. Your assessor will check the evidence provided and confirm whether further information is required or if your RPL application was successful.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) scheme allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. Under the scheme each student enrolling into a VET course is required to hold a USI.

All accredited training reported against a student's USI will be recorded on their transcript. Students will have access to their transcript through the USI website.

Your USI transcript can be used to grant credit transfers.

Designer Life can only issue a qualification or statement of attainment to a student after the student has provided a verified USI, or Designer Life applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation Designer Life will ensure that student's USIs are applied for, or will verify a supplied USI, at the time of enrolment.

Designer Life protects the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage, or unauthorised access. Designer Life stores paper-based records in locked cabinets. Digital records are backed up on a password protected Cloud system.

All AQF certification documentation issued by Designer Life is kept for thirty (30) years.

Information that does not appear on your USI transcript

Students should be aware that certain information may not appear on their USI transcript, or may be delayed from appearing:

- Nationally recognised training that is exempt from inclusion.
- Training delivered prior to 2015 will not appear on your USI transcript.
- Non-accredited training will not appear on your USI transcript.
- If you did not supply the correct USI to your training provider your course will not appear on your transcript until the correct USI is provided.
- USI transcripts are only updated quarterly, if you have recently enrolled into or completed training it might not be reflected yet on your current transcript and you will need to check again later in the year.

If you believe that training you completed with Designer Life is missing from your USI transcript when it should be listed, please get in touch with Head Office on (07) 3333 2055.

If you have completed training with another company and you believe it is incorrectly missing from your USI transcript, you will need to get in touch with the company that you completed training with directly. Designer Life is unable to make amendments to data for courses that were completed with another RTO.

Access your USI transcript

Students are able to access and download or print copies of their transcripts through the USI website: www.usi.gov.au

If you are having any trouble accessing or viewing your transcript the USI office has created a how-to video which can be accessed here: https://www.usi.gov.au/video/how-view-and-download-my-usi-transcript

If you have any difficulties with your USI account or the USI website, you should contact the Office of the Student Identifiers Registrar directly on 1300 857 536.

Allowing Designer Life to access your USI transcript

Students are able to grant Designer Life access to view and download their USI Transcripts through the USI website: www.usi.gov.au

Follow these steps to grant access:

- Log in 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 for Designer Life
- You can also limit the period of time that Designer Life will be able to view your transcript, we recommend that if you choose to use this option that you set the period of time to the full duration of your course enrolment.

Training and Assessment

Designer Life is committed to meeting the requirements of the Standards for RTOs 2015, delivering high-quality training and assessment services that exceed the expectations of their students. To ensure this, Designer Life has implemented processes for industry engagement and data collection and analysis within its operations to ensure provision of relevant training and assessment. The respective training strategies are subject to ongoing continuous improvement. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high-quality outcomes to their clients and students, Designer Life ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by Designer Life adhere to the following principles:

- Training and assessment strategies are developed for each qualification or short course that will be delivered and assessed
- All training programs require the development of a training and assessment strategy for full and partial completion of a qualification

- Each training and assessment strategy is developed in consultation with industry representatives, trainers, assessors, and key stakeholders
- Training and assessment strategies reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies are validated annually through internal review procedures

Quality Training and Assessment Principles

Designer Life will apply the *Principles of Assessment* and the *Rules of Evidence* as outlined in the Revised Standards for RTOs 2015.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the RTO, the assessor, and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs. It needs to provide for recognition of competencies no matter how, where or when they have been acquired. Assessment should draw on a range of methods appropriate to the context, unit of competency, associated assessment requirements and the individual student.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires:

- Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance
- Assessment of knowledge and skills is integrated with their practical application
- Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations
- Judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Results must be comparable regardless of the assessor conducting the assessment.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Evidence is considered valid when the assessor is assured that the student has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student. Evidence collected must be from either the present or the very recent past.

Training and Assessment Relevant to the Workplace

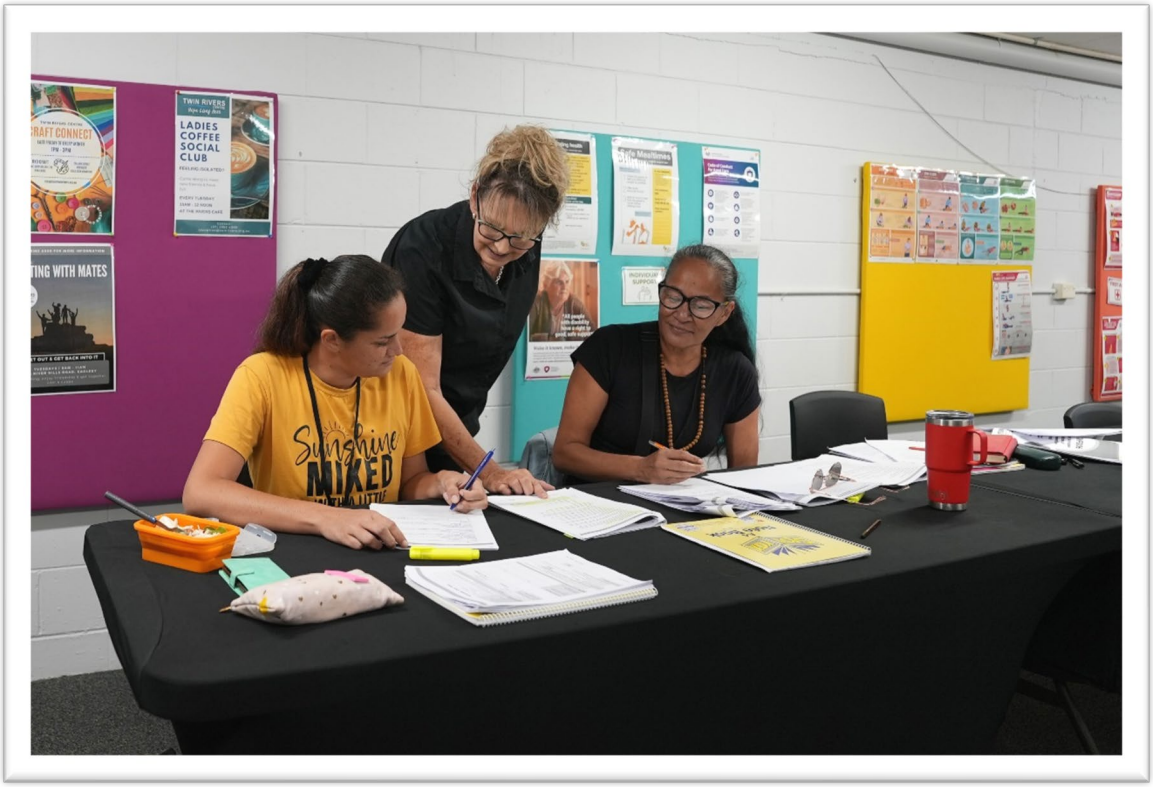
Whilst employment outcomes cannot be a guaranteed result of a training program, every effort is made to maximise relevant outcomes for students. Designer Life ensures that every opportunity to connect training and assessment within the workplace is utilised. Learning and assessment activities are designed in consultation with industry experts to ensure workplace relevance. Opportunities to expose students to "real-life" learning will be developed in consultation with the relevant workplace personnel where possible and responsibilities clearly communicated to all involved.

Students enrolled in a traineeship or apprenticeship program will be working for an employer within the industry.

Designer Life will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program;
- Ensure that the training and assessment program makes full use of opportunities at the workplace;
- Monitor each student's progress and the support provided to them by workplace personnel;
- Consult with workplace personnel in the development of workplace training and assessment processes; and
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program.

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each student's training, assessment, and support services to meet their individual needs are available.



Assessment Policy

Designer Life acknowledges the critical role that assessment plays in determining the competency of students. In developing assessment (including RPL) for each qualification and unit of competency, the Chief Executive will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competency;
- Successful completion of assessment in accredited training will lead to a qualification or statement of attainment under the Australian Qualifications Framework (AQF);
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment;
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability;
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies, and the job environment;
- Timely and appropriate feedback is given to students;
- Assessment complies with Designer Life's access and equity policy;
- All students have access to re-assessment on appeal; and
- Assessment is subject to a schedule of ongoing validation

Designer Life implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Designer Life recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Student Progress

Students have the right to request information about, or have access to, their own individual records. Designer Life Trainers and Assessors or Administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file. Student files can be supplied as a printout from records retained within the Data Management System.

Please feel free to ask your Designer Life Trainer and Assessor or Administration staff at any time for a printout of your progress report.



Certificate Issuance

When a student has successfully completed all components of their course, they will be issued with a Certificate or Statement of Attainment within thirty (30) calendar days, this period will commence from the date that their final unit of competency is assessed as competent or, where a student withdraws from their course prior to completion, the date of withdrawal.

In order to have successfully completed all components students must have:

- Been marked competent in all required units of competency; and
- Successfully completed any Vocational Placement and returned their fully complete logbook, where this a requirement for successful completion of their course.

Students may not be issued a Certificate or Statement of attainment within thirty (30) calendar days when:

- They have not successfully completed all course components;
- They have not provided Designer Life with a verified USI and are not exempt from providing a USI; or
- There are fee amounts outstanding against the student's course.

Complaints and Appeals

Designer Life has a defined complaints and appeals process that will enable learner's complaints and appeals to be addressed effectively and efficiently.

Designer Life strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair, and timely complaint and appeal processes. All complaints or appeals are reviewed as part of the continuous improvement process and, where corrective action has been highlighted, it will be implemented as a priority.

Complaints Policy

A complaints procedure is available to all persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of Designer Life, including its trainers and assessors or other staff, a third-party providing services on behalf of Designer Life, or another learner of Designer Life. The complaints procedure will address both formal and informal complaints. Informal complaints can be made verbally or in writing to any Designer Life staff member. All formal complaints must be submitted in writing to Designer Life management. Complaints will be heard and addressed, including a response to the aggrieved person, within fifteen (15) business days of receipt. A Designer Life staff member, or another person, can assist you to complete the written form if you require any additional assistance.

Designer Life management maintains a complaint register to document the course of action and resolution of all formal complaints. All complaints entered into the complaints register will be reviewed as part of the Designer Life continuous improvement procedure.

It is the responsibility of Designer Life management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting complainants with the complaint's procedure and supply of complaint forms. The Designer Life complaint form can be emailed to enrol@designerlife.com.au.

Escalate a Complaint

If you are not satisfied with the resolution of the complaint after following and exhausting the Designer Life complaints procedure, you may contact any of the organisations listed below to escalate your complaint:

National Training Complaints Hotline: 13 38 73 or https://www.dewr.gov.au/national-training-complaints-hotline

Queensland Training Ombudsman: 1800 773 048 or https://desbt.qld.gov.au/training/training-careers/courses/studentguide/complaints

The Queensland Office of Fair Trading: https://www.qld.gov.au/law/fair-trading

Australian Skills Quality Authority (ASQA): https://www.asqa.gov.au/about-us/how-asqa-uses-feedback

Please note: ASQA does not operate as a consumer protection agency and will not act as an advocate for students, ASQA will not resolve disputes between students and training providers. Complaints submitted to ASQA will be used as intelligence that contributes to ASQA risk-based approach to regulating training providers. All complaints submitted to ASQA will be reviewed and a determination will be made on whether further action is required.

Further actions may include:

- Using the information to inform the provider's risk profile and the focus of future regulatory activity;
- Contacting the provider to request a specific action; and/or
- In certain cases, undertaking a compliance audit or investigation, having taken the nature of the alleged breach and the level of risk into consideration.

Anonymity

Maintaining the privacy of students is of utmost importance to Designer Life. As such, students may submit a complaint anonymously if they choose, however, students should be aware that in this event Designer Life will not be able to contact you to request more information, which may prevent the effective investigation of your complaint. Additionally, Designer Life will not be able to provide updates on the progress of an anonymous complaint or the outcome of the investigation.

Students should be aware that the contents and nature of all complaints will be kept confidential, and only the Designer Life CEO, the Compliance Manager, and members of the Complaint Committee will have access to the details of the complaint and the parties involved. All students should feel secure in the knowledge that they will not face undue reprisals or be subject to any unfair treatment as a result of a complaint they submit or may be involved in.

Complaint Form

The student making the complaint should complete Section 1. Please fill in all sections of the form, if you would like to make an anonymous complaint, you may leave the name, contact details, and signature fields blank. Please remember to include what occurred, who was involved and any important dates to ensure that Designer Life is able to assist you to the best of our ability. Please attach additional pages if more space is required:

Section 1			
Full Name:			
Contact Phone:			
Contact email:			
Course Name:			
Details of complaint:			
By signing this form, I certify that the information provided is true and correct			
Student Signature:		**Date:**	

The staff member receiving this form should complete Section 2. Please attach additional pages if more space is required:

Section 2			
Comments			
Staff Member:			
Staff Signature:		**Date:**	
Forwarded to:	**CEO**	**Date:**	

The CEO will take action according to Designer Life Complaints Procedure.

Email to: enrol@designerlife.com.au
Post to: Designer Life
PO Box 70, Strathpine QLD 4500

Appeals Policy

The Designer Life appeals process is concerned with a student's right to request changes to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer and assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following:

- The notice of appeal should be in writing and addressed to Designer Life for referral to the management team.
- Appeals should be submitted by the student within five (5) business days of notification of the outcome of the trainer or assessor's re-evaluation.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) business days of the conclusion date displayed on the medical certificate.

It is the responsibility of Designer Life management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

Escalate an Appeal

If you are still not satisfied with the resolution of the appeal after following and exhausting the Designer Life appeals procedure, you may contact any of the organisations listed below to escalate your appeal:

National Training Complaints Hotline: 13 38 73 or https://www.dewr.gov.au/national-training-complaints-hotline

Queensland Training Ombudsman: 1800 773 048 or https://desbt.qld.gov.au/training/training-careers/courses/studentguide/complaints

The Queensland Office of Fair Trading: https://www.qld.gov.au/law/fair-trading

Australian Skills Quality Authority (ASQA): https://www.asqa.gov.au/about-us/how-asqa-uses-feedback

Please note: ASQA does not operate as a consumer protection agency and will not act as an advocate for students, ASQA will not resolve disputes between students and training providers. Complaints submitted to ASQA will be used as intelligence that contributes to ASQA's risk-based approach to regulating training providers. All complaints submitted to ASQA will be reviewed and a determination will be made on whether further action is required.

Further actions may include:

- Using the information to inform the provider's risk profile and the focus of future regulatory activity;
- Contacting the provider to request a specific action; and/or
- In certain cases, undertaking a compliance audit or investigation, having taken the nature of the alleged breach and the level of risk into consideration.

Complaints/Appeals Procedure

All persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of Designer Life should use the following process.

Informal complaint / appeal:

- An initial complaint or appeal will involve the complainant / appellant communicating directly with Designer Life verbally or by other appropriate means. Designer Life management will make a decision, discuss their judgement with the complainant / appellant and record the outcome of the complaint or appeal.
- Complainant / appellants dissatisfied with the outcome may initiate the formal complaint/appeal procedure.

Formal complaint / appeal:

- It is normal procedure that all formal complaints/appeals proceed only after the initial informal complaint or appeal procedure has been finalised.
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Designer Life management.
- On receipt of a formal complaint/appeal, the Chief Executive will convene the complaint committee to hear the complaint/appeal.
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal.
- The complainant / appellant shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented.

- The complaint committee will inform all parties involved of the outcome in writing within fifteen (15) working days of making the decision.

All complaints and appeals and their outcome will be recorded in the Complaints and Appeals register. The register will be reviewed at Designer Life management meetings. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Designer Life policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Complainants / appellants who are not satisfied with the outcome of the formal complaint / appeals process are able to escalate their complaint or appeal to an external party.

Delayed processes

In the unusual circumstance where Designer Life considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, Designer Life will inform the complainant / appellant in writing, including reasons why more than sixty (60) calendar days are required. In line with the importance that Designer Life places on open and transparent processes and communication, the complainant or appellant will be regularly updated the on the progress of the matter.

External Complaint / Appeal

It is expected that a complaint / appeal should only be escalated to an external party after the formal complaint / appeal procedure has been finalised.

When Designer Life is made aware that an external complaint / appeal has been submitted to an external body and is being investigated, the Chief Executive will ensure that all requested information is supplied to the external body in a timely manner.

The external complaint / appeal and its outcome will be recorded in the Complaints and Appeals register. The register will be reviewed at Designer Life management meetings.

In the event that the external investigation overturns the ruling of the complaints committee, Designer Life will open the complaint / appeal again and will consider the recommendations of the external body. Additionally, a continuous improvement procedure will be actioned to identify aspects of internal operations that require change or review. When the initial causative factor of the complaint identifies a problem with current Designer Life policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Legislation

Registered training organisations are subject to legislation which clearly sets out standards for training and assessment, as well as business practice. Designer Life complies with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its scope of registration, including participating in regular audit activities.

Designer Life informs all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. Designer Life recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff. Legislation updates via monthly management meetings, emails of Department Newsletters and regulator correspondence.



Complying with Legislation

Staff are advised at induction and kept up to date with changes to legislation through fortnightly webinars and written correspondence. Policies and procedures and associated tools and templates are updated to reflect changes to legislation as soon as practical following advice. Any associated update training is organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: http://austlii.edu.au

Examples of legislation relevant to the training business and staff include but is not limited to:

Commonwealth legislation:

- *Copyright Act 1968*
- *Privacy Act 1988*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- Australian Privacy Principles
- *Sex Discrimination Act 1984*
- *Racial Discrimination Act 1975*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations 2015*
- *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*
- *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025*

Queensland legislation:

- *Working with Children (Risk Management and Screening) Act 2000*
- *Disability Services Act 2006*
- *Anti-Discrimination Act 1991*
- *Fair Trading Act 1989*
- *Further Education and Training Act 2014*
- *Work Health and Safety Act 2011*

Training authorities / regulators (Please note, Department names are accurate as at April 2025):

- Department of Employment and Workplace Relations (Federal)
- Department of Trade, Employment and Training (Qld)
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Work Health and Safety Policy

The *Work Health and Safety Act 2011* outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above-mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Designer Life has initiated procedures, policies, guidelines, and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following presents a strategic overview of Designer Life's safety system and provides guidance for meeting the requirements of the Work Health and Safety Act on Designer Life's premises, thereby ensuring a high standard of workplace health and safety at all times.

In accordance with legislation, all Designer Life employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO.

Designer Life management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Designer Life students, employees, management, and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by Designer Life to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Accident / Incident reporting
- Risk identification reporting
- Manual handling techniques and training
- Equipment checks and maintenance
- Equipment safe storage
- Student safety
- First aid and safety procedures

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to provide an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued, and respected.

Harassment includes any form of behaviour that is unwanted, unwelcome, or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience.

Designer Life demonstrates commitment to a harassment and discrimination free environment by clearly informing all staff and students of expectations of conduct. In the event that a person considers that they have been or are being harassed, this person is encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Designer Life staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Designer Life policy and procedures to rectify the situation.

All students and staff working with Designer Life have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Designer Life policy and procedures.

Designer Life ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Designer Life management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Designer Life staff and students should be aware of the following definitions:

Racial harassment
Involves a person or persons being threatened, abused, insulted, or taunted in relation to their race, descent, nationality, colour, language, ethnic origin, or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, and exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment
Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome, or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying
Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion, or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality
Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions, and legal proceedings.

Discrimination
Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment
Involves any behaviour intended to disturb, offend, or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel
Refers to all employees and contractors of Designer Life.

Victimisation
Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Designer Life.
- When Designer Life management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of Designer Life management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.

- Both the person making the complaint and the person against whom the complaint has been made will receive information, support, and assistance in resolving the issue from Designer Life management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

Working with persons under the age of 18 years

Students under 18 years of age may enrol with Designer Life. According to the law, a child is considered any individual less than 18 years of age. Where Designer Life offers training or assessment to VET students aged under 18 risks to their safety and wellbeing associated with our delivery of training or assessment are identified and managed. This includes the content of training and how training and assessment are delivered.

Designer Life is committed to ensuring that students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to Designer Life management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

Designer Life will comply with all relevant State and Federal legislation in the area of working with children, and the National Principles for Child Safe Organisations.

Consumer Rights

Consumer protection

Australian Consumer Law and the *Competition and Consumer Act 2010* was brought into effect in 2011, it protects you when you purchase goods and services anywhere in Australia.

The Australian Consumer Law provides for:

- Guarantee on goods you purchase, including that they must work properly, match their description, and do what they are supposed to do
- Guarantee on services, including that services must be provided with care and skill
- Rights to refunds, repairs and replacements if a product or service is faulty, broken, does not do what it is meant to do.
- Products must be safe to use and meet mandatory safety standards
- Protection from unfair practices
- Protection from unfair contract terms

Contractual Agreement

Students who enrol in a training program with Designer Life should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Designer Life provides agreements, enrolment forms, or similar using a logical format and simple English.

This may include, but is not limited to:

- Wording that allows the prospective student to know what they are agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions, or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

Privacy

Designer Life considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Designer Life are made aware of the confidentiality procedures and privacy policies prior to commencing work with Designer Life.

Designer Life complies with all legislative requirements including the *Privacy Act 1988* (Commonwealth) and Australian Privacy Principles (2014). The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Designer Life ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Revised Standards for Registered Training Organisations 2025. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.





Privacy Principles

The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014. One of the amendments included in these changes were the Australian Privacy Principles (APP).

The APP are strictly applied to all aspects of Designer Life's operations, including:

Openness (APP 1)
Designer Life will maintain documentation which detail how students' personal information is collected, managed, and used. When a student makes an enquiry in relation to information collected, Designer Life will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Anonymity (APP 2)
Designer Life will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances that it is practical and possible to do so.

Collection (APP 3, APP 4, APP 5)
Designer Life will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected. Where Designer Life receives unsolicited personal information that is not required by Designer Life in order to carry out services to the student, the unsolicited personal information will be securely disposed of as soon as possible.

Sensitive information (APP 3)
Designer Life will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Use and disclosure (APP 6, APP 7)
Designer Life will ensure student personal information is not used or disclosed for secondary purposes, unless required to do so by the law, without obtaining explicit consent from the student.

Trans-border data flows (APP 8)
Designer Life privacy protection principles apply to the transfer of data throughout Australia. Designer Life does not disclose personal information to parties who are overseas.

Unique identifiers (APP 9)
Designer Life will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Data quality (APP 10)
Designer Life will take all reasonable measures to ensure that all students' personal information which is collected, used, or disclosed is accurate, current, and complete.

Data security (APP 11)
Designer Life will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification, or disclosure.

Access and correction (APP 12, APP 13)
Designer Life will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Designer Life will correct and update the file.

Records

Designer Life has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Designer Life and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Designer Life's record management procedures ensure timely and accurate records form the continuous improvement processes of Designer Life. In addition, these records management procedures ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

To ensure all assessment evidence submitted is their own work and not generated or substantially produced by Artificial Intelligence (AI) tools.



Record Keeping Procedures

Upon enrolment, student's details are entered into the Designer Life database system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by Designer Life and management of the file will be in accordance with the Designer Life training records policy.

Designer Life is committed to maintaining the accuracy, integrity, and currency of all student files, as well as ensuring appropriate security of all records, in order to uphold confidentiality and protect student privacy.

Completed assessments

Each and every assessment submitted by every student will be retained for:

- **Training and Assessment completed up to 30 June 2025**: a minimum period of six (6) months from the date the assessment decision was made.
- **Training and Assessment completed on or after 1 July 2025**: a minimum period of two (2) years after the student has completed the training product.

Where the student accesses a subsidy to pay for their course, assessments will be retained for the mandatory period as specific in the relevant contract.

Individual student records will be stored in a secure location at all times.

Results of assessment records

Student assessment results are recorded electronically within the Designer Life database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required. Record retention periods will also meet various contractual requirements under various funding schemes.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

Designer Life ensures further security of records by complying with the storage requirements detailed by ASQA. These documents contain requirements for storage including safeguards against unauthorised access, fire, flood, termites, or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Designer Life enhances its compliance with these documents by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. In addition, electronic records are copied to a portable hard drive which is stored off site in a fireproof secure location.

Designer Life software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

A copy of each testamur issued is retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date, and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is used, and data/files/records are converted and saved in Adobe PDF format. Designer Life has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing operation

In the event that Designer Life ceases to operate, its records will be transferred to the Australian Skills Quality Authority (ASQA) in the appropriate format and detail as specified by ASQA at the time of ceasing operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

Designer Life will ensure that any confidential information acquired by the business, individuals, committees, or organisations acting on its behalf is securely stored.

Access to records

Designer Life has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary.

Student records

Access to individual student training records will be limited to those required by the Revised Standards for Registered Training Organisations 2015, such as**:**

- Trainers and Assessors to access and update the records of the students whom they are working with;
- Management and administration staff as required to ensure the smooth and efficient operation of the business; and
- Government and/or regulatory officers or their representatives (e.g., ASQA, Queensland state government) for activities required under the Revised Standards 2015 or other relevant contracts for delivery of VET programs.

Designer Life trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the Designer Life database system during training and assessment.

As students complete each unit of competency, the Assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed units.

All details of fully or partially completed units of competency will be recorded and stored on the student's file.

Upon successful completion of all relevant units of competency within the students chosen course, the student will receive an award. The testamur and academic record and / or statement of attainment will be produced and presented to the student.

Student Access to Records

Students have the right to request information about or have access to their own individual records. Designer Life trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your Designer Life trainer and assessor or administration staff at any time for a printout of your progress.

