



STUDENT GUIDE

- Component 1** Dog Training the Delta Way
- Component 2** Responsible Companion Animal Ownership
- Component 3** Introduction to Training Class Management
- Component 4** Certificate IV in Companion Animal Services (ACM40317)

Delta Institute

Shop No2, 50 Carlton
Crescent
Summer Hill
NSW 2130

E info@deltainstitute.edu.au
W www.deltainstitute.edu.au
P 02 9797 7922

RTO ID 90250



ABOUT DELTA INSTITUTE

Delta Institute is a Registered Training Organisation (RTO ID: 90250) regulated by the Australian Skills Quality Authority (ASQA).

Delta Institute is the educational arm of [Delta Therapy Dogs](#). Delta Therapy Dogs was established in 1997 as the Delta Society, with the purpose of helping animals bring joy to people. For as long as Delta has existed we have delivered a course with the purpose of teaching people to become dog trainers who only use positive reinforcement training backed by scientific research and evidence.

Delta Society conducted the first accredited Certificate 4 course in dog training, the Certificate 4 in Dog Behavioural Training (Canine Good Citizen) with the first graduates in 2000. This course became the model for the development of the training elective of the Certificate 4 in Companion Animal Services.

We have been an accredited training provider of the Certificate IV in Companion Animal Services since it was introduced as a qualification in 2004.

We also have a membership program which supports and accredits graduates of our Certificate IV. Delta Institute members agree to follow our [Code of Ethics](#) and [Best Practices Guidelines](#), and to undertake ongoing educational and professional development. They are committed to not only improving their own skills, but to contributing to a culture of responsible pet ownership, promotion of the human-animal bond, and support for present and future Delta Institute Trainers. When you complete the Certificate IV in Companion Animal Services with Delta, we encourage you to become a Member of the Delta Institute and join our community in setting the gold standard for the industry.

Welcome

Welcome to the start of your journey of studies with Delta Institute.

We hope that your experience of the Course is everything you hope for, and that you complete your studies with the knowledge, skills and experience you set out to gain. Whether that be to start your next journey as a qualified positive, reward-based Animal Trainer, or a much more competent and responsible pet owner.

We look forward to supporting you through your studies.

Welcome to the Delta family.



Melinda Farrell
Chief Executive Officer

Student Enrolment Agreement

This guide details the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to our students. If you choose to enrol in the Course, you will be asked to confirm that you've read through this information and agree to these terms.

TABLE OF CONTENTS

ABOUT DELTA INSTITUTE.....	1
Welcome	1
Student Enrolment Agreement	1
COURSE STRUCTURE.....	4
Component 1: Dog Training the Delta Way	4
Component 2: Responsible Companion Animal Ownership.....	4
Component 3: Introduction to Training Class Management	4
Component 4: Certificate IV in Companion Animal Services.....	4
Recognition of Prior Learning	5
Credit Transfer	5
DELIVERY & ASSESSMENT.....	5
Training Type	5
Course Delivery.....	5
Self-Directed Learning.....	5
COURSE REQUIREMENTS & RESOURCES	6
Compulsory Texts	6
Suggested Reading	6
Access & Equipment	6
COURSEWORK & ASSIGNMENTS	6
Student Area	6
Assignments.....	7
Webinars.....	7
Assessors.....	7
Assignment Submission	7
Assignment Marking	7
Assignment Due Dates.....	8
Assignment Extensions	8
COURSE FEES	8
Component 1: Dog Training the Delta Way seminar	8
Component 2: Responsible Companion Animal Ownership.....	8
Component 3: Introduction to Training Class Management Workshop	8
Component 4: Certificate IV in Companion Animal Services.....	8
Additional Course Fees	8
Incidental Course Expenses.....	9
ENROLMENT PROCESSES.....	9

Registration and Enrolment	9
Deferrals & Re-enrolment.....	9
Completion	10
Withdrawal	10
Dismissal from the Course	10
STUDENT SUPPORT	10
Capabilities.....	10
Student Forum.....	11
Course Coordinator	11
Surveys	11
Financial Hardship.....	11
Extraordinary Circumstances.....	11
STUDENT POLICIES	11
Privacy Policy	11
Access and Equity.....	12
Student Code of Conduct	12
Student Complaint Policy	13
Academic Appeal Policy	15
Refund Policy and Cooling-off Period	15
Our Obligations as an RTO	15
STUDENT GUIDE VERIFICATION.....	16

COURSE STRUCTURE

Our Course is delivered part-time over 2.5 years, and is a mixture of in-person and distance learning. The majority of assessment tasks are conducted by distance learning.

Component 1: Dog Training the Delta Way

(Non-accredited Training)

This component is an in-person two day seminar that provides the latest information on dog behaviour and positive, reward-based training, using practical examples, photos and videos. It is the first of three pre-requisites for enrolling in the Certificate IV, but it is also an excellent standalone program for dog lovers who want to learn about animal behaviour and training. You must attend both days of the seminar to advance to Component 2.

Component 2: Responsible Companion Animal Ownership

(Non-accredited Training)

This is a distance learning component that takes 10-12 months to complete part-time. The coursework in this component is a mixture of written and practical (video recorded) assignments. These assignments cover the basics of working with an animal one-on-one, usually training your own dog. As a standalone series of coursework, you can complete the assignments out of general interest in how to become a better trainer for your dog. If you intend to enrol in the Certificate IV, you must complete all assignments satisfactorily in order to advance to Component 3.

Component 3: Introduction to Training Class Management

(Non-accredited Training)

This component is a six day in-person workshop. It's a great hands-on opportunity that gives you experience in observing different animal behaviours, including in a shelter environment. This is also where you get the opportunity to learn how to train people, and begin to develop your class management techniques. You must complete all assignments at the workshop satisfactorily in order to enrol in Component 4.

Component 4: Certificate IV in Companion Animal Services

(VET Accredited Training)

This is the point where you officially register for the Certificate IV in Companion Animal Services. To do this you must have:

- attended Component 1
- satisfactorily completed all assignments in Component 2
- attended and satisfactorily completed all assignments in Component 3

This part of the Course requires substantial input on your part and a great deal of planning, and takes 12 months to complete. Those who enrol in this option must be able to conduct both puppy and adult training classes and provide private instruction to clients – a big commitment.

On successful completion you will be eligible to receive the Certificate IV in Companion Animal Services and you will be eligible to become an accredited Member of the Delta Institute.

Please note:

- Components 1 – 3 are non-accredited training, this means you don't begin to earn Units of Competency required for the Certificate IV in Companion Animal Services until you work through Component 4.

- Delta Institute only delivers the Certificate IV in Companion Animal Services qualification. If you only partially complete the Course, we are not able to award a different qualification, such as a Certificate III.
- The Course cannot be taken full-time in order to complete your studies quicker.

Recognition of Prior Learning

This is an assessment process that assesses your formal, non-formal and informal learning that you wish to be formally recognised towards your qualification and to determine the extent to which you meet the units of competency in our Course.

If you wish to be considered for recognition of prior learning please contact the Course Coordinator directly discuss your options.

Credit Transfer

Credit transfer is the acceptance of prior learning represented in course units or credits applied and articulated on a student's academic transcript.

If you hold a Veterinarian or Veterinary Nursing qualification, you are eligible to request credit transfer for the Health Management and Skills Checklist assignments in Component 2.

To apply for a credit transfer, email a certified copy of your qualification to the Course Coordinator. If your qualification has a barcode, QR code, or an email address listed, an uncertified copy is sufficient. Alternatively, if your qualification is listed in your Unique Student Identifier (USI) Record you can also grant Delta Institute permission to view this via the USI system.

If you hold another qualification that includes units of competency are included in the Course, and you would like to apply for a credit transfer, please submit your transcript by the same method as above.

Please note: if you have completed more than 50% of the Certificate IV in Companion Animal Services via another institution, it is not possible to apply for credit and receive your qualification from Delta Institute. In this case, we would issue a Statement of Attainment for the Units of Competency that were completed with us.

DELIVERY & ASSESSMENT

Training Type

Delta Institute delivers competency based training (CBT). This type of training assesses a learner's underpinning knowledge and practical skills to complete a task under a variety of conditions. Before the introduction of CBT, students could gain a pass for correctly completing only 50% of the assessment, with CBT however you will need to demonstrate your knowledge and skills reliably across all assessments.

Course Delivery

Our delivery and assessment practices are conducted according to best educational practices. Assessments for each unit of competency are clustered in order to minimise repetition and present you with material in a logical manner. Some assessments require completion under workplace conditions i.e. in dog training environments. You will need to be able to access these environments in order to successfully complete the Course.

Self-Directed Learning

To be successful in the Course, you will have to be a self-directed learner. This means taking responsibility for your own learning, keeping yourself interested and motivated, and setting goals to

achieve in your studies. On average, students report approximately 7 hours of study a week as a guide for the time commitment required. This will be influenced by a variety of factors including how you learn, assignment difficulty, your comfort level with technology, the animals you have to work with and so on.

COURSE REQUIREMENTS & RESOURCES

Compulsory Texts

The following texts are compulsory reading for Component 2:

- *"Dog Sense"* by John Bradshaw
- *"Dominance in Dogs. Fact or Fiction"* by Barry Eaton
- *"Excel-Errated Learning"* by Pamela J. Reid

Suggested Reading

- *"Inside of a Dog: What dogs see, smell and know"* by Alexandra Horowitz
- *"How Dogs Think"* by Stanley Coren. *"Purely Positive Training"* by Sheila Booth
- *"The Power of Positive Dog Training"* by Pat Miller
- *"Cat Sense"* or *"The Trainable Cat"* by John Bradshaw

Access & Equipment

To be successful in the Course, you will need access to the following items, equipment and environments:

Component 2 onwards:

- reliable internet
- treat pouch
- leads – standard and loose
- dog collar
- video recording equipment (e.g. smartphone or video camera)
- video editing software (e.g. Windows Movie Maker or smartphone app)

Component 3 onwards:

- treat pouch (preferably large/maxi)
- i-clicker or training whistle

Component 4 onwards:

- dog training workplace environments

Recommended supplier:

Black Dog Wear has an equipment pack for Delta Institute students that offers significant discounts. An order form can be found in your student area, you'll need to list your student number on the order form when placing your order.

COURSEWORK & ASSIGNMENTS

Student Area

All of your coursework is available in the student area of the Delta Institute website.

You will be provided with a link to the student area in your confirmation email upon enrolment. This area includes all necessary materials for you to progress in the Course including:

- Student Guide
- coursework notes and manuals
- assignments

- webinars
- videos
- Assignment Tracker
- student forum
- Assessor contact details
- student forms
- other student resources

Assignments

All of your assignments that need to be completed to progress through your coursework can be found in your student area. Any resources that you need to read or utilise will be clearly shown here as well.

Webinars

There are pre-recorded webinars for several assignments. The webinar links can be found in the student area next to the associated assignment.

Assessors

On your assignment tracker, you will see a column listing the Assessor who is overseeing your coursework and marking your assignment.

Assessors are your first point of contact if you have any questions or queries about your coursework. Assessor contact information is also included in each assignment.

Assignment Submission

Assignments are to be submitted using an electronic Assignment Submission Form. This is found in your student area.

Below is a list of requirements for assignment submission. Assignments must:

- include your name and the name of the assignment in the file name
- include your name and page number in the footer
- be typed in black Arial 12 font
- use bold, underline and italics sparingly
- mp4 format for video assignments

Assignment Marking

Your assignments will be assessed as either 'S' (satisfactory) or 'NS' (not satisfactory).

If you submit an assignment that is incomplete or does not meet the standards for that assignment, the Assessor will assess the assignment as not satisfactory and give you written and/or verbal feedback explaining why. They will ask you to resubmit either the whole assignment or part of the assignment, depending on the elements that need improvement.

The feedback your Assessor provides is designed to assist you to achieve a satisfactory assessment on your next submission. You are only allowed one resubmission. If you feel unclear about what elements of the assignment need improvement, please contact your Assessor to discuss further before you resubmit, they are there to help you.

The due date of a resubmission will be noted on the assignment feedback sheet that your Assessor returns to you. As a guide, this is generally one month from when your assignment is returned, unless otherwise advised by your Assessor.

When you submit your resubmission, please include a copy of the original feedback that your Assessor provided.

If a resubmitted assignment is assessed as not satisfactory as well, as a general rule you are not permitted to resubmit again. If the remaining unsatisfactory elements are deemed to be minor or superficial by your Assessor, a third and final submission may be offered at the discretion of your Assessor and the Course Coordinator.

If the not satisfactory assessment is based on a major competence issue or shows a lack of understanding of the Course material, Delta Institute might recommend that you defer your studies to allow yourself additional time to work on your skills and re-enrol in the Course with the next student intake. We may also identify additional resources that you can access to improve either your understanding of the material or your ability to demonstrate it in your assignment.

Assignment Due Dates

For Components 2 and 4 you will be given Assignment Trackers to keep track of when each assignment is due.

We recommend you constantly refer back to your assignment tracker throughout the Course to ensure you are submitting your assignments on time.

Assignment Extensions

If you are unable to submit your assignment by the due date set out in the Assignment Tracker, you can apply for an assignment extension. Extensions of 30, 60 and 90 days may be able to be applied for, however this varies by assignment, due to coursework needing to be completed in order to progress key dates of upcoming Components. Available extensions and due dates can be found in the forms section of your student area. Extension fees apply, please see Additional Course Fees in the Course Fees section for details.

You should request an extension as soon as you become aware that you will not be able to submit your assignment by the due date. To request an extension complete the Extension Request Form and pay the corresponding fee in your student area of the Delta Institute website. The Course Coordinator administers and approves extension request, please contact them directly if you have any queries.

COURSE FEES

Component 1: Dog Training the Delta Way seminar

\$495 - payable in full prior to the seminar.

Component 2: Responsible Companion Animal Ownership

\$900 - payable in full prior to commencement or by payment plan combined with Component 3.

Component 3: Introduction to Training Class Management Workshop

\$1900 - payable in full prior to the workshop, either as a one-off payment or in a combined payment plan with Component 2.

Component 4: Certificate IV in Companion Animal Services

\$900 - payable in full prior to commencement.

Additional Course Fees

Additional fees associated with the Course include:

- 30 day extension fee - \$60
- 60 day extension fee - \$90
- 90 day extension fee - \$120

- Re-enrolment fee - \$150
- Transition fee – TBA once new training package is released
- Increased Course fees following deferral

Incidental Course Expenses

Other additional potential costs that you may incur in completing the Course include:

- Component 2
 - Compulsory texts listed in the Course Requirements
 - Equipment listed in the Course Requirements
 - Dog show attendance costs
- Component 3
 - Travel and accommodation for Sydney workshop
 - Equipment listed in the Course Requirements
- Component 4
 - Equipment listed in the Course Requirements
 - Training class public liability insurance
 - Class barriers

Please note: This list is a guide only and is not exhaustive.

VET FEE-HELP, scholarships, or additional discounts are currently not available for the Course. If you are registered with Centrelink should contact them directly to discuss your options quoting Delta's RTO code 90250.

ENROLMENT PROCESSES

Registration and Enrolment

You can register for each Component via the online registration form on Delta Institute's website. You are not considered enrolled for the Course or a Component until full payment has been received. If you have chosen the payment plan option, scheduled payments must be honoured in order to maintain enrolment.

Once you have registered and enrolled you will receive a confirmation email that will give you access to the exclusive student area of the Delta Institute website.

Deferrals & Re-enrolment

Delta Institute offers the option of deferring to the next year's intake during either Components 1, 2 or 3, however only once during the Course.

If you wished to move to a later intake of Component 2 in the same year, i.e. from an April intake to a September intake, this is not considered an official deferral.

If you chose to defer, please be aware that Course content, delivery and fees are subject to change and assignments may have been added, revised and/or offered in different chronological order from the year in which you originally enrolled. You will need to meet the requirements of the new curriculum in order to progress.

Please contact the Course Coordinator for any deferral or re-enrolment requests. Deferral and re-enrolment fees are applicable, please see Additional Course Fees in the Course Fees section for details.

Completion

A student will be considered to have completed the Course when they have satisfactorily completed all assignments (including any credit transfers or recognition of prior learning).

In order to receive your Certificate of Completion, please submit the Request for Certificate form in the student area of the Delta Institute website. Delta Institute will issue you with your Certificate of Completion within 30 days of receiving your request.

Withdrawal

A student can withdraw at any time by contacting the Course Coordinator.

If you withdraw in Components 2 or 3 (non-accredited training), if applicable, the Course Coordinator will send you a list of your completed assignments.

If you withdraw in Component 4 (accredited Certificate IV training), if applicable, the Course Coordinator will send you a Statement of Attainment certifying the completion of one or more units of competency from the VET qualification, and a list of your completed assignments.

Please see the Refund Policy for details on applicable refunds.

Dismissal from the Course

Delta Institute reserves the right to remove any student from the Course on the below grounds:

- Financial – Not making agreed payment on scheduled payment plans. If you are experiencing financial hardship, please contact the Course Coordinator directly to discuss your options.
- Academic – Consistent behaviour of not submitting assignments by due dates, where the student has no deferrals remaining or is unable to defer to the following year's Course intake.
- Ethical – Breach of Delta Institute's Student Code of Conduct.

If you feel you are at risk of any of the above, you should contact the Course Coordinator to discuss your circumstances as a matter of urgency. Each circumstance will be considered on a case by case basis, and may include options of deferral, withdrawal or immediate dismissal. Any deferral or withdrawal will be noted as being due to non-compliance.

Delta Institute will make every effort to contact you if they find you at risk of being dismissed from the Course. You would have access to the Complaints and Appeals process should you wish to appeal Delta Institute's decision.

STUDENT SUPPORT

Capabilities

In order to be successful in the Course, you will need the following capabilities:

- strong communication skills
- sound literacy and numeracy skills (Year 10 English or equivalent as a minimum)
- intermediate computer literacy (word processing, email and internet navigation skills)
- good physical health to meet the practical requirements (training dogs, demonstrating training to others, running training classes)

It is important that upon registration you make us aware of any physical conditions or learning issues that you believe could affect your studies. This will help us help you by identifying the level of support

that you might need. We may be able to support you by identifying or arranging for you to receive extra-curricular assistance.

Where extensive support is needed, we might refer you to specialised language, literacy and numeracy (LLN) classes provided by an organisation outside of Delta. There may be extra fees payable by you for these support services.

If you do not reach the recommended level of LLN fluency, you may find it difficult to complete assignments satisfactorily and complete the Course.

Student Forum

There is a moderated forum in your student area where you can ask Assessor or the Course Coordinator questions. This is also a great place to get to know the students in your intake, and receive important information and updates about the Course.

Course Coordinator

If at any time during your studies you need support or clarification of aspects of the Course please contact the Course Coordinator directly on course@deltainstitute.edu.au. They are here to support you have the best student experience that you can and make your time with Delta Institute as enjoyable and enriching as possible.

Surveys

Delta Institute strives for continuous improvement. At particular points during the Course or when students are completing or leaving they may be sent a survey asking about their experience in the Course. Your responses are optional and will be treated confidentially. Your responses help us improve how we do things and help inform a better student experience.

Financial Hardship

If you are experiencing financial hardship and expect difficulty in your capacity to pay for Course Fees, please contact the Course Coordinator to discuss your options.

Extraordinary Circumstances

Delta recognises that sometimes unforeseen events can occur that negatively impact society, for instance bushfires, floods, or pandemics. In these times Delta will strive to be proactive in creating policies and procedures that support students to be able to continue in the Course. This may take the form of additional extensions and/or deferrals, providing alternate formats or delivery of assignments and activities, or readjusting the coursework schedule.

STUDENT POLICIES

Privacy Policy

Delta will only collect personal student information that is relevant and necessary for the delivery, administration and regulatory reporting of the Course.

We are required to keep some records for standard periods of time for compliance and legal reasons.

We will protect the personal information we hold from misuse and loss.

We will not share or use your personal information outside of the purposes for which it was collected, except for if:

- it is required by law or needed for a criminal investigation
- it will reduce a serious and imminent threat to a person's life or health
- we believe an offence has been committed and we need to advise the relevant authorities

- we have your permission

If you ask us, we will tell you what information we hold about you, in accordance with the Freedom of Information Act 1982 or other relevant legislation. If disclosing your information does any of the below, we will not share your information:

- breaching someone else's privacy
- endangering an investigation or legal action
- other important reasons

We try to keep personal information accurate and current. If you think that personal information we hold about you is inaccurate, or your personal information changes, please advise us.

We are required to share your information with our government regulator ASQA through a number of reporting mechanisms. We expect that the regulatory bodies that we share your personal information meet the same standard of privacy protection that we offer you.

In order to protect your privacy, Delta Institute staff cannot speak to anyone but you about your enrolment or other information we hold about you, unless you have given us written permission to do so. Should you wish to give permission for another person to speak with us about you, please complete the Student Privacy Policy Exceptions form in your student area.

Access and Equity

Student access and equity principles support Delta Institute's commitment to an inclusive and culturally safe learning environment. Our goal is to promote the personal growth and development of students with disability and culturally diverse backgrounds, and support and educate Delta Institute's community in matters relating to this.

We are committed to our students accessing a fair, just and inclusive Course participation which provides:

- access and participation for all learners on the same basis as their peers
- adjustments, where required, to enhance engagement and equitable outcomes for all students
- culturally responsive and inclusive instruction, learning and assessment
- acknowledgment of the diverse bodies of knowledge, backgrounds and families of all students

These equity principles underpin and are embedded in all functions of Delta Institute. We approach students' diverse learning needs proactively in designing accessible and equitable learning and assessment programs.

If you would like to discuss any issues related to access and equity, please contact your Course Coordinator directly.

Student Code of Conduct

Delta Institute students are expected to:

- approach learning and assessment activities ethically
- not cheat or plagiarise
- participate in Course learning and assessment activities
- follow Delta Institute's instructions during learning and assessment activities
- treat staff and fellow students respectfully and equitably regardless of age, race, gender, religion, sexuality, disability, or origin
- submit work on time as required

- pay fees on time as required
- refrain from presenting themselves as a Delta Institute staff member, Delta Trainer or Assessor
- not speak to the media on behalf of Delta Institute or Delta Therapy Dogs without permission
- not use the Delta Institute logo without permission
- not take on private consults cases beyond their scope or competence level
- refer on cases that should be seen by a Veterinary Behaviourist to appropriate professionals
- not take any actions that risk the health and safety of themselves, other students, staff, members of the public or animals
- not engage in any discriminatory behaviour
- not engage in sexually harassing behaviour
- keep all confidential information confidential
- not bring the reputation of Delta Institute into disrepute
- not engage in theft, fraud or dishonesty
- not engage in behaviour of serious misconduct
- adhere to Delta Institute's policies and procedures

Any student found to be in breach of this Code of Conduct may be subject to disciplinary action. This might include but is not limited to a formal reprimand, a not satisfactory mark for an assignment, assignment resubmission at an extra cost to the student, or dismissal from the Course. Any dismissal or other action due to breach of the Code of Conduct would not make the student eligible for a refund of fees of any kind.

Student Complaint Policy

Delta Institute commits to students that they can:

- access all services described in the Course
- be instructed by suitably trained and qualified trainers and assessors
- access advice and support
- be treated respectfully and equitably regardless of age, race, gender, religion, sexuality, disability, or origin
- make use of the Student Complaints and Academic Appeals Policies to resolve disputes

Delta Institute seeks to prevent complaints and problems arising by ensuring that you are well-informed about your studies and its outcomes. Staff are expected to be respectful, courteous, and helpful in their dealings with students. Students are also expected to be respectful, courteous and reasonable in their behaviour and communications with staff and other students.

Delta Institute is committed to conducting complaint resolution that is:

- visible - information about the process is easy to access
- simple - the process is easy to understand and use
- timely - complaints are managed efficiently with consideration of urgency
- objective - complaints are considered and managed without bias
- fair - procedural fairness is afforded to all
- confidential - information is kept confidential, as appropriate
- effective - appropriate complaint outcomes are reached
- informative - complaint information is used for the continuous improvement of operations

Those involved in a complaint process must:

- cooperate in good faith
- act in accordance with the Delta Institute's Code of Conduct
- respect the confidentiality of the complaint process
- immediately disclose any actual, perceived or potential conflict of interest

Complaint Resolution Stages

- Attempt, where possible and appropriate, to resolve concerns directly with the subject of the complaint prior to raising it with the Course Coordinator
- If the matter is not resolved acceptably, **informal resolution** should be attempted. This involves the following steps:
 - student writes or speaks to the Course Coordinator describing the nature and subject of the complaint
 - Course Coordinator makes enquiries, collects relevant information and suggests recommendation/s for resolution
 - complaint is resolved and recorded
- If the matter is not resolved acceptably, the **formal resolution** process should be followed. This involves the following steps:
 - if the student has not done so yet, they must detail the complaint in writing
 - Course Coordinator raises the complaint to the Complaint Resolution Committee for consideration
 - Complaint Resolution Committee reviews relevant information and makes recommendation/s for resolution
 - complaint is resolved and recorded
- If a student wishes to **appeal** the decision of a formal complaint the following steps must be followed:
 - student writes to the Course Coordinator advising they wish to appeal the decision of the formal complaint
 - Course Coordinator advises the Complaint Resolution Committee
 - Complaint Resolution Committee raises the complaint with the Governance Committee of the Delta Institute Board of Directors
 - Governance Committee of the Delta Institute Board of Directors reviews relevant information and makes recommendation/s for resolution
 - complaint is resolved and recorded
 - the decision of the Governance Committee of the Delta Institute Board of Directors is final

Delta Institute encourages the informal and early resolution of complaints. Informal resolution should be attempted prior to formal resolution unless the complaint raises a serious matter or there is a valid reason not to.

Complainants and subject of complaints may seek support or representation if they wish.

At any time during the complaint process, the Course Coordinator, the Complaint Resolution Committee and/or the Governance Committee may make or initiate enquiries, collect relevant information and exercise their own judgement, as appropriate, in an attempt to resolve a complaint or appeal.

Complainants and subjects of complaints must be communicated with regularly and in accordance with the guiding principles for the Student Complaint Resolution Policy.

A complainant may withdraw their complaint or appeal at any time, however Delta Institute may continue to consider any of the matters raised.

The Complaints Resolution Committee or Governance Committee may dismiss a complaint that they determine to be:

- frivolous
- vexatious
- lacking in substance
- unable to be reasonably considered by Delta Institute

Academic Appeal Policy

Similarly to the Student Complaint Policy, Delta Institute has a prescribed process for students who are unsatisfied with an academic decision made by Delta Institute or its staff, including any mark, credit transfer or recognition of prior learning decision.

If a student wishes to appeal an academic decision made by the Delta Institute they must follow the steps detailed above in the Student Complain Policy. The same policy position, guiding principles, stages of complaint and procedures apply.

Refund Policy and Cooling-off Period

Below are details of the refund policy and cooling-off period for each component of the Course.

Component 1: Dog Training the Delta Way seminar:

- full refund available up to 7 days prior to the event
- 50% refund available between 6 and 2 days prior to the event
- no refund available within 24 hours of the event

Component 2: Responsible Companion Animal Ownership:

- cooling off period of 14 days applies
- full refund available within 14 days of enrolment
- no refund available after 14 days enrolled

Component 3: Introduction to Training Class Management Workshop:

- full refund available up to 7 days prior to the event
- 50% refund available between 6 and 2 days prior to the event
- no refund available within 24 hours of the event

Component 4: Certificate IV in Companion Animal Services:

- cooling off period of 14 days applies
- full refund available within 14 days of enrolment
- no refund available after 14 days enrolled

Our Obligations as an RTO

As a Registered Training Organisations (RTO) regulated by the Australian Skills and Quality Authority (ASQA) to deliver Vocational Education and Training (VET) products we have obligations to you as a learner.

This includes being responsible for the quality of the training and assessment we offer you in compliance with the Standards for RTOs, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation.

In the Our Obligations as an RTO section of our website, you can find all documents related our obligations to learners as an RTO, including the complaints and appeals procedures referred to above.

STUDENT GUIDE VERIFICATION

Delta Institute requires that you have read and understood the information provided within this guide before you enrol in studies with us.

When you enrol, you will need to declare that:

- a. The information you provide is accurate
- b. You have read and understood this guide and its policies, including but not limited to the following:
 - Course Structure
 - Delivery and Assessment
 - Course Requirements & Resources
 - Coursework & Assignments
 - Enrolment Processes
 - Student Support
 - Privacy Policy
 - Access and Equity Policy
 - Student Code of Conduct
 - Student Complaint Policy
 - Academic Appeal Policy
 - Refund Policy and Cooling-off Period
 - Our obligations as an RTO

Your online declaration is considered to be your agreement that you have read and understood the terms and conditions of this guide, as well as agreeing to abide by the policies and Code of Conduct within it.

If you have any questions or issues with anything included in this guide, or if anything is unclear, please contact the Course Coordinator to discuss before you enrol.

We look forward to supporting you through an enriching and rewarding journey of studies with us!