DIGITAL ORTHODONTIC COLLEGE

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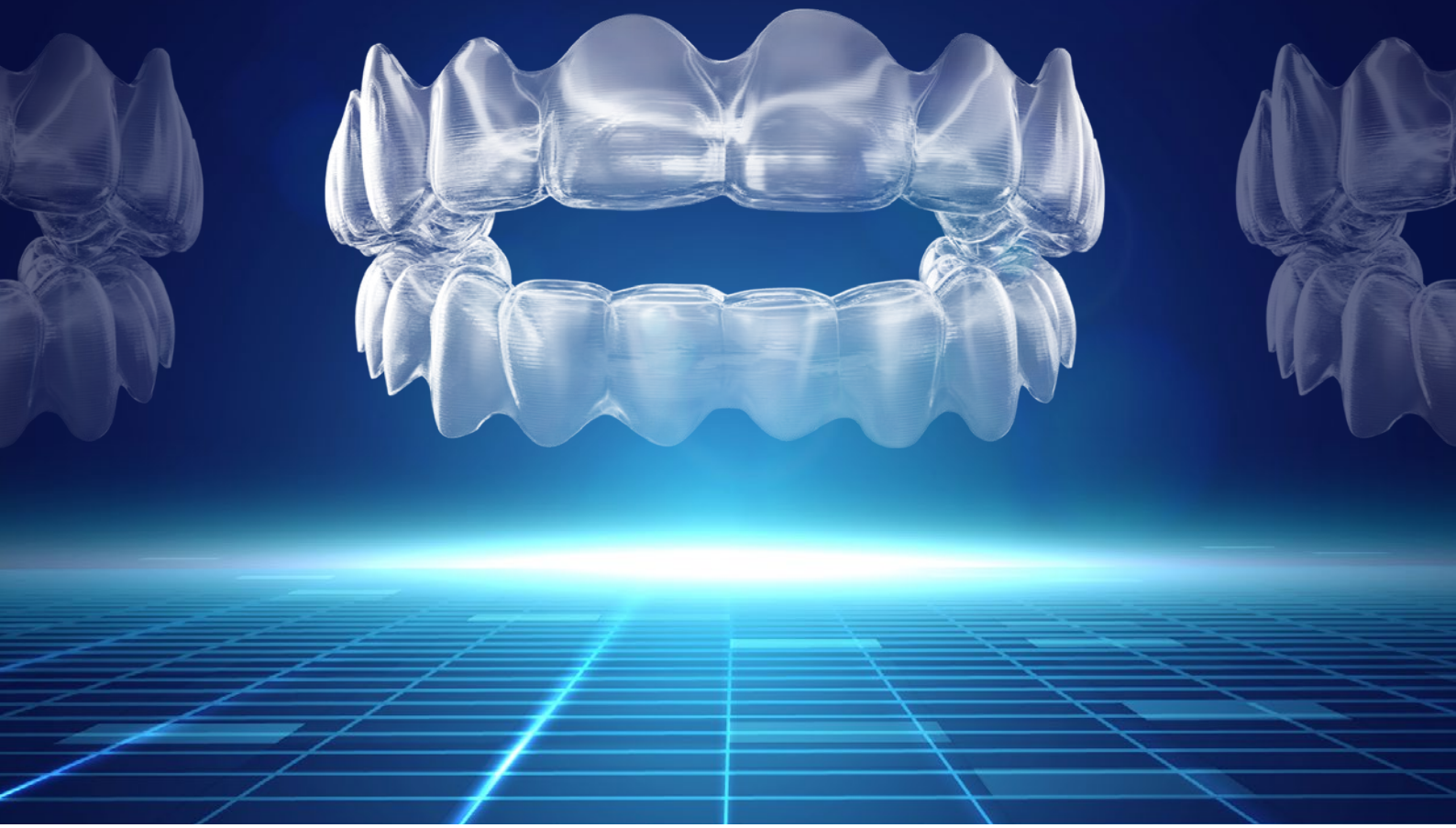

10905NAT

GRADUATE DIPLOMA OF DIGITAL ORTHODONTIC TREATMENTS

PARTICIPANT HANDBOOK

Version 5.0 (2023)

Australian Qualifications Framework

Nationally Recognised Training

DIGITALORTHODONTICCOLLEGE.COM

RTO ID: 45506

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Introduction

Welcome to Best Orthodontic Seminars and Sessions Pty Ltd, trading as The Digital Orthodontic College. We are a Registered Training Organisation in Australia (RTO ID 45506) as well as the UK (EduQual).

The Digital Orthodontic College provides Nationally Recognised Training in Australia in:

- 10905NAT Graduate Diploma of Digital Orthodontic Treatments

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

Intended vocational, community outcomes of the course

The purpose of the course is to address the needs of registered dental practitioners undertaking simple to moderate orthodontic treatments within their general practice. Specifically, having completed the Graduate Diploma of Digital Orthodontic Treatments dental practitioners will be able to:

- identify orthodontic cases suitable for their scope of practice
- identify cases requiring referral to specialist orthodontists
- safely and predictably:
  - diagnose cases within their scope of practice
  - develop orthodontic treatment plans of their cases
  - use 3-dimensional digital software and technologies in orthodontic applications
  - treat with orthodontic appliances, specifically customised clear aligners
  - offer orthodontics as part of a multidisciplinary treatment plan
  - ‘troubleshoot’ unexpected orthodontic situations and problems
  - identify risk management strategies
  - use virtual orthodontic monitoring at different stages of orthodontics planning and treatment

Application of Skills and Knowledge

As independent professional practitioners, dentists applying clear aligner and digital technology demonstrate autonomy, well-developed judgement, adaptability and responsibility for patient outcomes.

- Graduates will demonstrate ability to make high level and independent judgements in a range of technical functions in a range of contexts including addressing presenting orthodontic complaints, identifying and addressing potential orthodontic issues in children versus adults and dealing with relapses and concerns.
- Graduates are required to plan and implement treatments using emerging, digital methods, and selection of the right customised appliances as addressed in units, *Evaluate and use digital technologies for orthodontic treatments; and Commence and monitor digital orthodontic treatments.*
- Since dentists operate independently as professionals, they are accountable for their own outputs, and of managing risk and rectifying any issues that may arise.
- As professionals, graduates are also responsible for research and ongoing maintenance of their own knowledge in their field.

Essential entry requirements

Entrants to the Graduate Diploma of Digital Orthodontic Treatments must:

- be over 18 years of age; and
- as a minimum hold a Bachelor of Dentistry or equivalent; and
- be registered to practise dentistry as a Dentist by the relevant dental board or agency
- have English Language to ASCF 5 or completed their dentistry degree in English

Participants must have active dental indemnity insurance during the enrolment period.

Course overview

The 10905NAT Graduate Diploma in Digital Orthodontic Treatments has seven units of competency. All units must be completed to be eligible for award of the Graduate Diploma.

Units of competency

NAT10905001- Research and use evidence-based information about digital orthodontic practice

NAT10905002- Perform orthodontic examinations and record taking

NAT10905003- Diagnose orthodontic conditions and plan treatments

NAT10905004- Evaluate and use digital technologies for orthodontic treatments

NAT10905005- Perform early interceptive orthodontics

NAT10905006- Commence and monitor digital orthodontic treatments

NAT10905007- Use a multidisciplinary approach in orthodontic practice

Course Outcomes

Students who obtain a competent result in 7 core units will receive the Graduate Diploma in Digital Orthodontic Treatments.

Note: Since this course is delivered using a clustered approach to learning and assessment, only one unit is delivered as a single unit *(NAT10905001 Research and use evidence-based information about digital orthodontic practice)*, participants cannot be awarded with a Statement of Attainment for an individual unit of competency other than for the unit NAT10905001.

Equipment and Resources

- orthodontic instruments and bonding materials
- computer with access to a clear aligner planning software, high-definition web camera and microphone
- digital cameras, cheek retractors and photographic mirrors for orthodontic record taking
- online portal access to clear aligner systems, materials and laboratory
- range of patients (real or simulated) with varying dental conditions and wide age groups.

Assessment Overview

Assessment Methods

Assessment includes both theory and practical assessment using questioning, case studies and simulated situations, demonstration on typodont (plastic) models and demonstration on patients (real or simulated) in an operating dental practice observed through face-to-face or video conferencing in real time.

Practical skills must be demonstrated in a dental setting that is a functioning dental practice. This may be the participant's own practice or one to which they have access. If participants do not have access to a functioning practice, it may be provided by The Digital Orthodontic College (DOC).

All assessment must be completed in accordance with work health and safety standards and infection control policies and procedures.

The unit, *NAT10905001 - Research and use evidence-based information about digital orthodontic practice* is a theory and research-based unit and will consist of stand-alone assessments including written questions and an assignment based on simulated case studies. All other units are assessed holistically to reflect the way dentists work with patients, and are based around treatment planning for four real patients: two adults and two child assessment will be undertaken throughout the length of the course, with evidence of tasks to be submitted periodically.

All assessment tasks are submitted online in the E-learning portal. Participants should submit all written assessment tasks with the provided cover sheet.

In addition, participants will be required to participate in online role plays and demonstrations on patients (real or simulated). Any role plays conducted online via Zoom/ skype/ phone or in the workplace are recorded and submitted through the LMS. The trainer will advise of due dates for these.

NAT10905001 - Research and use evidence-based information about digital orthodontic practice

For this unit there are two assessments:

1. Knowledge Quiz

This consists of a number of multiple-choice type theory questions. The questions will be done online.

2. Test (Part A and B)

For this assessment participants are required to source and evaluate evidence-based information about digital orthodontic practices, apply that information to two simulated cases and create a revised clinical protocol based on findings that can be applied to patients in own practice.

The assignment is in two parts Part A and Part B, all of which must be completed. Two simulated patient scenarios are provided as well as two research papers for critical appraisal, one for an adult and the other for a child orthodontic patient, each followed by a number of tasks. Both are to be completed.

Units NAT10905002 – NAT10905007

There are 3 assessments which address these units holistically. These are:

1. Portfolio (A-E)

Participants are required to undertake a range of tasks on at least four of their own patients and produce a number of documents such as annotated treatment plans, reflections and notes. They are to submit this in the form of a portfolio of evidence. However, you may be required to submit individual tasks throughout the course. The portfolio could consist of written documents, photographs or videos.

2. Interview (Viva Voce)

This will consist of an online one-to-one “viva voce” using Zoom technology, based on real or simulated scenarios. It involves practitioner / client interaction via questions, role plays or video recordings.

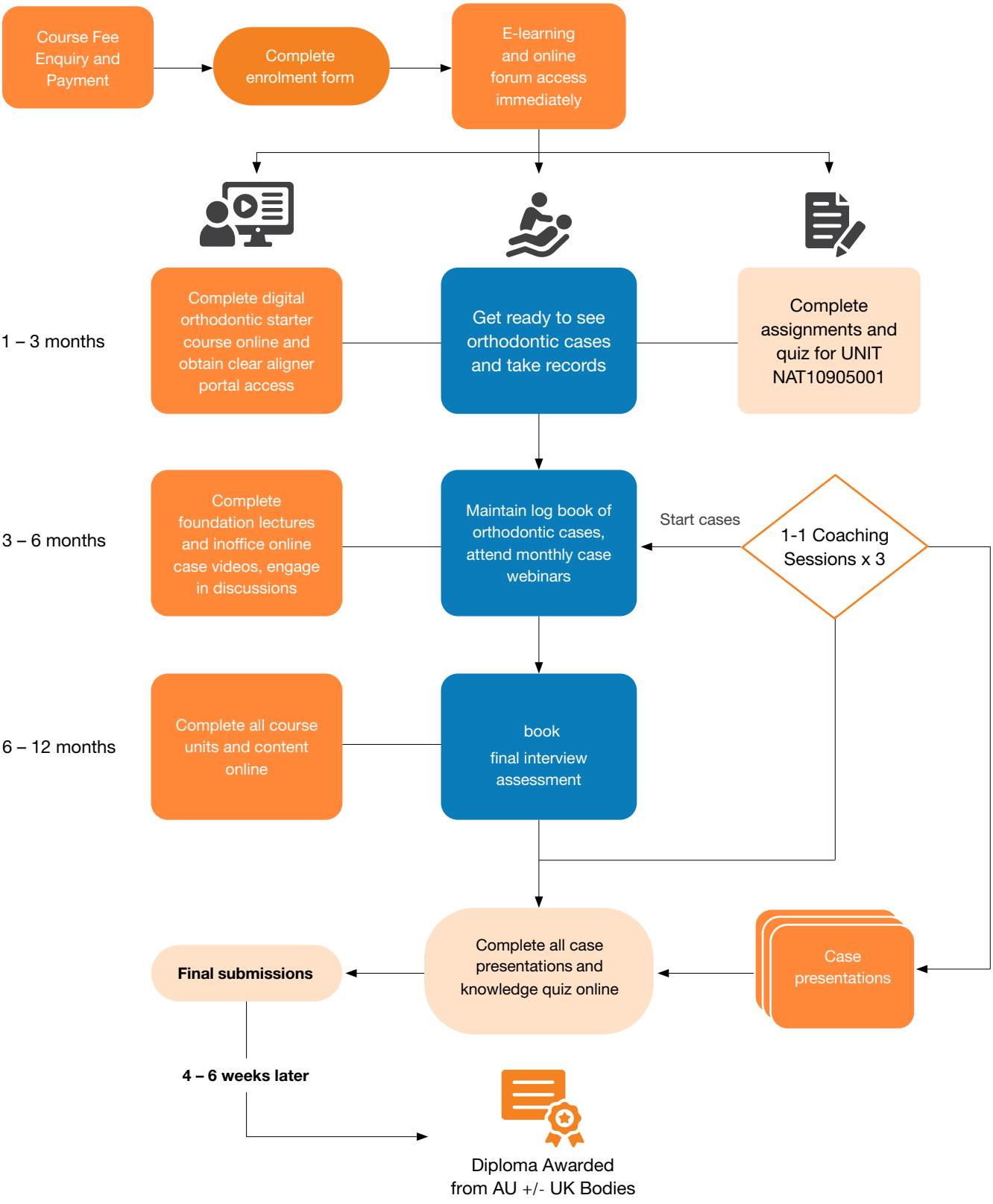
3. Final Knowledge Quiz

This will be a theory quiz which covers all units in the course, consisting of multiple-choice type questions. It will be completed online.

Schedule of Assessment Tasks:

Unit	Assessment Tasks	Due
NAT10905001 - Research and use evidence-based information about digital orthodontic practice	1. Knowledge Quiz 2. Test (Part A and B)	On completion or any time throughout the course
NAT10905002 - Perform orthodontic examinations and record taking	1. Portfolio A-E 2. Interview (Viva Voce) 3. Final Knowledge Quiz	On completion or any time throughout the course
NAT10905003 - Diagnose orthodontic conditions and plan treatments		
NAT10905004 - Evaluate and use digital technologies for orthodontic treatments		
NAT10905005 - Perform early interceptive orthodontics		
NAT10905006 - Commence and monitor digital orthodontic treatments		
NAT10905007 - Use a multidisciplinary approach in orthodontic practice		

Suggested Timelines and Course Progress Workflow



General Assessment Information

This information is designed to provide you with a full overview of the tasks you need to successfully complete to be deemed competent in this unit. You must achieve a satisfactory performance in each of the assessment tasks in order to be deemed competent in the relevant unit/s.

Please contact your assessor to discuss any necessary adjustments that may need to be made prior to completing these tasks. The instructions for each of the assessment tasks are logically sequenced. If you have any questions, contact your assessor immediately. If there is a practical component to your assessment, you will need to discuss the arrangements for its completion with your assessor in advance.

Submitting Assessments

Once you have completed all of the tasks, prepare a SINGLE DOCUMENT FILE for upload and upload via e-learning portal for individual assessment. You will be provided with PowerPoint templates and examples of successful past assignments for all case-based assessments.

Assessments should be submitted on or before their due date. Extensions for individual assessment tasks may be negotiated in specific circumstances. Consultation on this must occur prior to the due date and extensions due to illness will require a medical certificate. Extensions must be confirmed by the assessor in writing.

Assessment outcomes

There are two outcomes of assessments: S = Satisfactory and NS = Not Satisfactory (requires more training and experience).

You will be awarded C = Competent on completion of the unit when the assessor is satisfied that you have completed all the assessments and have provided the appropriate evidence required to meet all criteria. If you fail to meet this requirement you will receive the result NC = Not Competent.

If you are deemed Not Competent by your assessor and require re-assessment, you will be informed of the process.

Assessment opportunities

Your assessor will assist in the submission of assessment with you prior to the commencement of these tasks. You will be provided with sufficient opportunity to demonstrate competence. However, if you are deemed not yet competent on your first attempt, you need complete the relevant assessment tasks again. You will be provided with two opportunities to re-submit with no cost.

Your results

Your assessor is committed to providing you with detailed feedback on the outcomes of the assessment and will provide guidance on areas for improvement. In most instances, you should need only complete the sections of the assessment that were deemed not satisfactory. However, it is important to remember that depending on the task, it may be necessary to repeat the whole task (for example, a practical demonstration or a role play).

You are entitled to view your results at any time by asking your assessor. Requests for access to your records should be submitted to the DOC administration.

Privacy and Confidentiality

To retain privacy and confidentiality of patients you must use names and features that cannot identify the actual patient you are using for the assessment. If you demonstrate on a live patient, you must obtain written permission. A patient consent form for case presentations is provided and is to be used for your practice records. We do not need this submitted if patient presentations have been de-identified.

Plagiarism and Referencing

Participants should be reminded that plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/ book/internet etc. and year and place of publishing) or may be included in brackets in the text. Participants should also be made aware that copying another participant’s work is not permitted.

Reasonable Adjustment

DOC supports individual differences in the learning environment and provides ‘reasonable adjustment’ in training and assessment activities to support every learner. If you have any special needs that make it difficult for you to complete your learning or assessments, you should discuss this with your assessor beforehand and will be provided with reasonable alternatives to assist you to complete the required tasks such as completing tests verbally or using an interpreter.

What happens if you do not agree with the assessment result?

If you do not think the assessment process is valid, or disagree with the decision once it is made, or believe that you have been treated unfairly, you can appeal.

The first step is to discuss the matter with your trainer. If you still do not agree with the assessment, you are able to request a re-assessment. It is possible to have your evidence assessed by a different trainer. If you remain dissatisfied after the re-assessment, you should contact the Education and Training Manager or CEO. Full details of the appeals process are contained in your Participant Handbook.

Support

While we may not be in a position to assist you with language training or specific LLN training, our assessors will work with you to ensure that you are supported throughout your qualification. If you require individual tutoring for English, this may attract an additional fee which will need to

be checked at the time and prior to enrolment. Support is also offered by your assessor as several 1-1 coaching sessions, monthly Q&A webinars or during group webinars. For more specialist support you may need to contact the RTO administration and additional fees may apply.

Contacting the Digital Orthodontics College

If you should need further support or assistance, please do not hesitate to contact the Education and Training Manager at +61439819412 or via email info@digitalorthodonticcollege.com.

Course Detail

NAT10905001 Research and use evidence-based information about digital orthodontic practice

Unit Overview

This unit describes the performance outcomes, skills and knowledge required to research and apply information about digital orthodontics to own practice.

It requires knowledge of sources of evidence-based research about orthodontic practice, different types of digital orthodontic treatments, current and emerging evidence-based theories and current and emerging technologies for diagnosing, planning, monitoring and delivering digital orthodontic treatments. It includes comparison between traditional and digital orthodontic treatments and their benefits and disadvantages.

This unit applies to dentists who perform orthodontics including both interceptive and comprehensive treatments.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication

NAT10905001 Elements and Performance Criteria

To achieve competency in this unit participants must demonstrate their ability to:

1. Source and evaluate evidence-based information about digital orthodontic practices	1.1 Access current, credible and authoritative sources of information about key areas of orthodontic practice 1.2 Use Patient/Population, Intervention, Comparison, Outcomes (PICO) model to formulate clinical questions for research 1.3 Critically evaluate identified research and classify according to quality and category of evidence
2. Apply evidence-based information on digital orthodontics to own practice	2.1 Assess the strength, relevance, reliability and currency of the information in the context of own orthodontic practice 2.2 Determine the specific application of research information to diagnosis, treatment and evaluation practices 2.3 Categorise and follow up on issues that require further investigation to clarify and address specific practice needs
3. Extend, maintain and update knowledge of digital orthodontic practice	3.1 Select and use options to extend, maintain and update knowledge to improve own practice 3.2 Use critical thinking to evaluate changing and emerging evidence-based research about orthodontics 3.3 Modify clinical practice and protocols based on changing and emerging evidence and specific client needs

NAT10905001 Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks at as described in line with State/ Territory regulations, dental industry codes of practice, relevant guidelines and workplace procedures:

- research, select and critically appraise an evidence-based study to solve a patient-based orthodontic problem for at least two patients with different clinical problems, and write case notes for each in which you:
  - apply the PICO model to an identified clinical problem
  - critically appraise the findings
  - describe how the study can address the identified clinical problem
  - create a revised clinical protocol based on the above findings that can be applied to patients in your practice.

NAT10905001 Knowledge Evidence

The learner must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- credible and authoritative sources of evidence-based research about orthodontic practice:
  - professional journals
  - research databases
  - professional associations
  - conference poster
- nature and characteristics of digital orthodontics
  - different areas of digital orthodontic practice
  - current and emerging evidence-based theories
  - types of digital orthodontic treatments
  - benefits and disadvantages compared to traditional orthodontics
- equipment, technologies and software used for digital orthodontics:
  - diagnosing,
  - planning
  - monitoring
  - delivering
- clinical protocols to improve predictability and efficiency in own practice
- PICO and other methods of conducting evidence-based research

Unit NAT10905002 - Perform orthodontic examinations and record taking

Unit Overview

This unit describes the performance outcomes, skills and knowledge to undertake orthodontic diagnostic examination and record taking procedures as the basis of comprehensive orthodontic diagnosis. Examinations are both extra and intra-oral and include intra-oral (three-dimensional) 3D scanning, cephalometry and photography.

It requires the ability to diagnose malocclusion, with clinical examination using records as a supplement or to confirm the findings.

This unit applies to dentists who perform orthodontics including both interceptive and comprehensive treatments.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

NAT1090502 Elements and Performance Criteria

To achieve competency in this unit participants must demonstrate their ability to:

1. Determine patient treatment preferences and needs	1.1 Use patient-centred communication to determine key patient needs and expectations 1.2 Take a detailed medical, social and dental history to determine if their needs and expectations can be met through orthodontic treatment 1.3 Provide patient with clear and accurate advice about treatment options, and their associated risks, benefits and costs 1.4 Communicate the compliance and commitment required by the patient for orthodontic treatment 1.5 Identify orthodontic treatment contraindications from patient-provided information and refer for specialist treatment if alternative treatment is required 1.6 Determine unmet emotional needs for straightening teeth using sensitive and empathetic communication
2. Perform extra-oral examination	2.1 Assess face for symmetry and facial proportions and note anomalies that may impact orthodontic treatment 2.2 Diagnose health of jaw joints, and examine face for macro, mini and micro aesthetics 2.3 Accurately measure mouth opening and any restrictions from normal range 2.4 Assess and determine facial muscular balance and any lip incompetencies

2. Perform extra-oral examination	2.5 Determine facial proportion in all three dimensions and record any abnormalities and variations 2.6 Assess smile arc and smile width and determine orthodontic implications 2.7 Accurately measure and record incisal and gingival display at rest and on smiling
3. Perform intra-oral examination	3.1 Assess and record any anomalies in patient's general oral health in relation to soft tissues, periodontal status and dentition 3.2 Classify soft tissue habits and abnormalities 3.3 Determine the dental arch for crowding and determine tooth size discrepancies using the Bolton analysis 3.4 Accurately measure and record gingival recession 3.5 Accurately chart periodontal pockets and determine and document risk implications 3.6 Classify the patient's molar and canine relationship and determine the implications for orthodontic treatment 3.7 Measure and record amount of midline asymmetry 3.8 Assess and record tongue tie and the resting tongue posture to determine orthodontic implications 3.9 Assess gingival biotype and condition and determine orthodontic implications 3.10 Record overjet, overbite, molar relationship and canine relationship
4. Obtain orthodontic radiography	4.1 Assess type of radiographs required for comprehensive orthodontic diagnosis 4.2 Select and use radiographic imaging technology according to clinical situation 4.3 Refer patient to external radiographic imaging service when specialist technology required 4.4 Record radiographic pathologies that may affect orthodontic tooth movement 4.5 Assess caries risk based on patient radiography 4.6 Record baseline condition of teeth and surrounding structures
5. Perform cephalometric analysis	5.1 Perform cephalometric analysis to plan for required tooth movement 5.2 Accurately measure incisor angulations and classify incisor relationship 5.3 Assess morphological structures and variations to assist in planning for orthodontic tooth movement

5. Perform cephalometric analysis	5.3 Assess morphological structures and variations to assist in planning for orthodontic tooth movement
6. Take clinical photographs	6.1 Prepare photographic equipment for dental imagery according to manufacturer instructions 6.2 Use correct camera settings according to manufacturer instructions 6.3 Brief and prepare patient for dental photography according to organisational practice 6.4 Take required images based on case requirements 6.5 Edit and upload images according to manufacturer instructions
7. Perform intra-oral scanning and impression taking	7.1 Use digital scanner with correct settings to take impressions 7.2 Prepare patient for impressions, instruct patient on process and undertake impressions according to manufacturer instructions, checking on patient comfort 7.3 Prepare patient for scanning, instruct patient on process and carry out scanning 7.4 Create digital models from scans and impression taking 7.5 Upload scanned images into digital treatment planning portal of choice
8. Complete model review and space analysis	8.1 Classify dental arch form from model and accurately measure curve of spee 8.2 Estimate space required for complete alignment based on review of model and classify severity of space requirements 8.3 Assess discrepancy and irregularity using established dental indexes and methods of analysis 8.4 Calculate need for extraction treatment to achieve results
9. Complete record taking	9.1 Generate accurate clinical notes and case documentation 9.2 Document and store digital imagery according to organisational practice requirements and patient/doctor privacy requirements

NAT10905002 Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks at as described in line with State/ Territory regulations, dental industry codes of practice, relevant guidelines and workplace procedures:

- for one child/adult and one adult perform intra-oral and extra-oral examination and document findings including:
  - undertake clinical orthodontic photography
  - complete model review and space analysis
  - measure arch length - tooth size discrepancy, estimate crowding, including Bolton's discrepancy
  - list space management strategies, individualised to current condition for the patient
  - measure incisor angulation
  - undertake scanning and impression taking
  - prepare case notes, examination summary and orthodontic records and present in digital format
- perform cephalometric analysis on any one patient
- develop clinical protocol for own practice on patient examination and record taking

NAT10905002 Knowledge Evidence

The learner must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- patient-centred communication techniques
- protocols and processes for taking patient histories and key information required
- different types of orthodontic treatments
- contraindications for orthodontic treatments
- typical situations requiring patient referral to other specialists
- examination techniques and required items that are assessed in:
  - extra-oral examinations
  - intra-oral examinations
- role of radiography in orthodontic examination
- cephalometric analysis techniques
- types of radiographic imaging technology
- photographic equipment required for dental imagery, including:
  - setup
  - cleaning/sterilization procedures

- fault finding
- user level maintenance

- types of periodontic and orthodontic problems that may be identified through examination
- periodontic and orthodontic problems
- aesthetics:
  - tooth size discrepancies
  - buccal corridors
  - smile width
- methods for creating oral models:
  - intra-oral scanning
  - taking impressions
- established industry dental arch and crowding analysis techniques and indexes, including:
  - Bolton analysis
  - Little's irregularity index

NAT10905003 – Diagnose orthodontic conditions and plan treatments

Unit Overview

This unit describes the performance outcomes, skills and knowledge required make a substantiated diagnosis for a presenting orthodontic complaint based on examinations and patient interactions, and then to prepare and refine treatment plans based on that analysis. It also involves the skills to communicate ethically and effectively with patients and agree on a finalised treatment plan.

This unit applies to dentists who perform orthodontics including both interceptive and comprehensive treatments.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

NAT10905003 Elements and Performance Criteria

To achieve competency in this unit participants must demonstrate their ability to:

1. Make diagnosis from examinations and patient interactions	1.1 Gather and holistically analyse information from patient assessments, examinations and interactions 1.2 Determine and document malocclusions and other physical abnormalities and problems from analysis of information 1.3 Assess quality of life, pain perception and compliance considerations based on clinical history, initial examination and patient-provided lifestyle information

1. Make diagnosis from examinations and patient interactions	1.4 Categorise findings that indicate need for other specialist involvement and follow protocols for referral 1.5 Explain findings to patient in language they can understand and outline risks and benefits of no treatment versus treatment options 1.6 Determine and document priorities for treatment based on patient's concerns and clinical implications of abnormalities identified
2. Develop treatment options	2.1 Follow procedures for use of digital portals to phase orthodontic tooth movements and bite corrections that reflect the diagnosis 2.2 Incorporate the movements required to correct each problem 2.3 Create accurate video simulation of proposed treatment options 2.4 Develop treatment options for tooth movements that are within biological limits 2.5 Incorporate a retention plan to meet patient needs and select a retention appliance for prevention of relapse 2.6 Modify existing plan according to other specialist requirements based on patient diagnosis
3. Refine treatment options for risk management	3.1 Determine favourable and unfavourable tooth movement which would result from the proposed treatment 3.2 Critically evaluate treatment options and use evidence-based protocols to identify risks of each tooth movement in the proposed treatment 3.3 Modify treatment options to reduce potential for damage to teeth 3.4 Determine and address other iatrogenic effects in refining treatment options 3.5 Classify complexity of case and refer to other specialists based on diagnosis 3.6 Create individualised risk management protocol for risk management based on patient profile 3.7 Create and document a comprehensive draft treatment plan based on refinements made 3.8 Communicate with laboratory to achieve required modifications to digital treatment plan
4. Finalise treatment plan	4.1 Explain draft treatment plan to patient in language they can understand and discuss its suitability in relation to lifestyle, cost and duration

4. Finalise treatment plan	4.2 Communicate risk management protocol to patient and provide opportunities for patient to ask questions 4.3 Modify and document treatment plan to address patient concerns within clinical guidelines and established practice 4.4 Develop a retention plan to meet patient needs and select a retention appliance for prevention of relapse 4.5 Agree on treatment and retention strategy and finalise treatment plan 4.6 Obtain and document informed consent for the final treatment plan and share digital treatment plan with patient 4.7 Communicate with laboratory to achieve required modifications to final digital treatment plan

NAT10905003 Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks at as described in line with State/ Territory regulations, dental industry codes of practice, relevant guidelines and workplace procedures:

- For two cases, write case notes in which you:
  - comprehensively diagnose and classify orthodontic conditions
  - determine risks of no treatment versus treatment options
  - create a table of skeletal, dental, soft tissue and lifestyle factors that may affect orthodontic diagnosis and subsequent planning
  - develop a prioritised problem list
  - assess patient's unmet emotional needs
  - list all treatment options
- for each of the above cases:
  - develop a treatment plan and retention plan
  - discuss and agree on finalised treatment plan with patient
  - create individualised consent forms
- record case notes and treatment plan in digital form

NAT10905003 Knowledge Evidence

The learner must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- information required to make a holistic orthodontic diagnosis:
  - types of examination results

- patient-provided information
- techniques for diagnosing physical abnormalities and problems:
  - occlusion:
    - ideal occlusion
    - concepts of functional occlusion
    - different classification of malocclusion
  - soft tissue habits and abnormalities
  - pubertal growth status
  - smile aesthetics
- subject patient factors for consideration in diagnosis and treatment planning:
  - quality of life
  - pain perception and management
  - patient expectations
- methods and approaches for communicating with patients, including how to explain medical concepts in plain English
- techniques for using digital portals and software for treatment planning
- the diagnosis and treatment planning process and its key stages
  - diagnosis
  - prioritisation
  - development of treatment options
  - refinement of treatment options, including individualised patient risk management
  - finalisation of treatment plans, including concept of informed consent in dentistry and recommendations of the Dental Board of Australia
- situations that require referral to other specialists and referral protocols
- principles of extraction versus non-extraction orthodontic treatments
- features of head and neck structures and their relevance to assessment and treatment of orthodontic patients:
  - malocclusions, their classifications and relationship to dental disease
  - normal and abnormal jaw and teeth development and
- dentition development and its application to orthodontic practice:
  - normal and abnormal development across the lifespan
  - genetic indicators for normal and abnormal development
  - environmental influences
  - behavioural influences
  - development patterns that require specialist assessment
- factors that affect normal and abnormal development of the dentition:
  - genetic

- environmental
- behavioural

- normal and abnormal dental exfoliation and eruption aetiologies for malocclusion:
  - how to calculate dental and skeletal age
  - space loss and ectopic eruptions
  - remedial actions
- tooth movement
  - cellular and biological theories of how teeth move
  - risks in tooth movement and risks caused by tooth movement
  - biological limits
  - links to orthodontic planning treatment, including for when tooth movement is beyond biological limits]
- anchorage:
  - sources
  - needs in all three dimensions
  - how to measure
  - types of anchorage appliances
- occlusal discrepancies:
  - functional occlusion and parafunctional habits
  - types of occlusal therapy
  - role of occlusal splints and how they are fabricated
- methods to treat:
  - deep bite
  - open bite
  - Class II
  - Class III
  - crowding
- Iatrogenic effects from orthodontic treatment on hard and soft tissues including:
  - decalcification
  - enamel fractures during debonding
  - gingival inflammation
  - attachment loss
  - gingival recession
  - black triangles
  - root resorption
  - pulp damage and loss of tooth vitality
  - dentin hypersensitivity after interproximal enamel reduction

- lacerations and trauma to the gingiva and oral mucosa
- enamel abrasion
- allergic reactions from orthodontic appliances

- types of orthodontic relapse including:
  - periodontal ligament traction
  - continued abnormal skeletal development
  - bone adaption
  - muscular forces
  - persistent aetiology
  - third molar eruption
  - insufficient and ineffective retention
  - types of retention options and appliances

NAT10905004 - Evaluate and use digital technologies for orthodontic treatments

Unit Overview

This unit describes the performance outcomes, skills and knowledge to evaluate and use digital technologies for digital orthodontic treatment planning and monitoring.

It requires ability to apply knowledge of clear aligner material and biomechanics to create the most appropriate plan for the patient.

This unit applies to dentists who perform orthodontics including both interceptive and comprehensive treatments with customised appliances, specifically clear aligners.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

NAT10905004 Elements and Performance Criteria

To achieve competency in this unit participants must demonstrate their ability to:

1. Evaluate and select digital orthodontic technologies	1.1 Source information about available digital technologies for orthodontic practice 1.2 Evaluate distinguishing characteristics of digital technologies for available clear aligner systems to address different patient concerns 1.3 Determine how digital technologies can be used at different stages of the diagnosis, treatment planning and monitoring stages of orthodontic practice 1.4 Determine an appliance for patient application based upon critical review of case notes and appliance characteristics

1. Evaluate and select digital orthodontic technologies	1.5 Compare costs and benefits of digital technologies for own dental practice 1.6 Select digital technologies that meet practice requirements
2. Use features of digital technology	2.1 Follow technology manufacturer instructions to create customised treatment simulation in all three dimensions 2.2 Phase treatment plans using correct application of technology 2.3 Instruct laboratory technician on specific tooth movements in all three dimensions and any further modifications required 2.4 Apply required attachments, precision cuts and auxiliaries according to treatment plan 2.5 Create digital treatment plans using selected software 2.6 Communicate with laboratory technicians about treatment plan requirements and ongoing modifications using online tools
3. Use 3D software tools	3.1 Use software tools correctly to accurately complete Bolton analysis 3.2 Analyse tooth movement in 3D to determine requirements 3.3 Manipulate software tools to achieve precise and ideal positioning of teeth 3.4 Develop final occlusal plan according to chosen treatment through correct use of software tools 3.5 Accurately add interproximal reduction as required using software tools 3.6 Adhere to biological limits of tooth movement in final simulated plan 3.7 Modify digital orthodontic treatment plan using software tools and share with patient to confirm agreed treatment outcomes
4. Use virtual consultation tools	4.1 Incorporate opportunities for virtual appointments using digital imagery based on presenting dental and orthodontic conditions 4.2 Consult with patient in relation to need and benefits for virtual orthodontic monitoring 4.3 Use virtual orthodontic tools for monitoring needs and treatment progress 4.4 Select and document a virtual consultation protocol for individual patients 4.5 Create practice protocols for the organisation and conduct of virtual consultations using virtual consultation tools that meet required professional standards, preferences and regulatory requirements

NAT10905004 Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks at as described in line with State/ Territory regulations, dental industry codes of practice, relevant guidelines and workplace procedures:

- For two cases:
  - select appliance for patient application based upon patient needs
  - create customised treatment simulations in all three dimensions
  - create a digital treatment plan by uploading to relevant portals
  - using online tools, communicate with laboratory to modify digital treatment plans as required
  - demonstrate use of 3D tools to modify initial simulation
  - present modified treatment plan to patient and finalise simulation according to patient needs
  - document and schedule digital appointment protocols

NAT10905004 Knowledge Evidence

The learner must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- available digital orthodontics technologies and associated appliances, including clear aligners and other customised appliances:
  - range
  - purpose
  - costs and benefits
- use of 3D technologies, tools and techniques for treatment planning, plan modification and monitoring
- benefits of 3D scanning over traditional impression taking
- communication protocols between dental practices and laboratories
- virtual consultations in orthodontics:
  - suitability for different situations
  - advantages
  - professional standards and regulatory requirements

NAT10905005 - Perform early interceptive orthodontics

Unit Overview

This unit describes the performance outcomes, skills and knowledge required to prevent and correct problems of the growth of jaws, abnormal soft tissue habits and the eruption of teeth for growing children.

It requires the ability to apply knowledge and understanding of facial growth and optimal timing for orthodontic or dentofacial orthopaedic treatment in children.

This unit applies to dentist who perform interceptive orthodontics treatments for children to prevent future problems.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

NAT10905005 Elements and Performance Criteria

To achieve competency in this unit participants must demonstrate their ability to:

1. Assess child's growth status	1.1 Use patient-centred communication with child and carer to determine patient needs and expectations 1.2 Take a detailed medical, social and dental history according to practice protocols 1.3 Examine child to determine dental and skeletal age and site and type of growth in craniofacial structures 1.4 Classify pubertal stage and expected future facial growth 1.5 Compare findings to growth norms to identify normal and abnormal growth and delays as the basis for orthodontic treatment planning 1.6 Take the dental and orthodontic records and x-rays as identified by clinical examination
2. Diagnose orthodontic problems in child	2.1 Perform a mixed dentition space analysis 2.2 Accurately record erupted and unerupted teeth 2.3 Assess potentially impacted teeth and maxillary canines through examination 2.4 Diagnose sleep, breathing and airway disorders using recognized tools, examination and patient-provided information 2.5 Determine ectopic eruption of permanent teeth through examination
3. Correct orthodontic problems in early mixed dentition	3.1 Record functional shift, if identified, photographically and during examination

3. Correct orthodontic problems in early mixed dentition	3.2 Select ways to correct facial, dental, skeletal and habit abnormalities to meet individual client needs 3.3 Explain to parents the risks and benefits of early orthodontic treatment 3.4 Refer to specialists for snoring and breathing difficulties 3.5 Classify case complexity and ideal timing for optimum results and refer to specialists accordingly
4. Correct transverse problems	4.1 Diagnose narrow maxilla and anticipated rate of expansion 4.2 Select suitable expansion device and treatment protocols 4.3 Manage stability and risks during expansion 4.4 Determine and manage airway changes in patient
5. Use functional appliances	5.1 Take patient impressions and digital scans and bite registration for fabrication of functional appliances to meet patient needs 5.2 Trim functional appliance for eruption of selected posteriors to correct the bite 5.3 Issue appliance with instructions for wear time and appliance care 5.4 Develop a functional appliance treatment plan using digital portal
6. Provide early treatment with clear aligners	6.1 Develop a clear aligner treatment plan using digital portal and factoring in growth changes 6.2 Instruct technician to modify digital treatment set up for meeting treatment objectives of early treatment 6.3 Determine need for elastics and instruct patients on correct elastic wear and protocols 6.4 Inform parent and child of proposed treatment plan, timing and objectives

NAT10905005 Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks at as described in line with State/ Territory regulations, dental industry codes of practice, relevant guidelines and workplace procedures:

- for any one child (<18 yo):
  - conduct an examination, take records and perform a mixed dentition space analysis
  - estimate growth status using biological and radiographic growth indicators

- classify potential of upper canine impaction using Erickson – Kurol method or similar
- **assess** airway and anatomical features on a lateral cephalogram OR **screen** for sleep-disordered breathing

- for one of the above patients, develop a clear aligner treatment plan using a digital portal
- for one of the above patients, develop a functional appliance treatment plan using a digital portal (optional)

NAT10905005 Knowledge Evidence

The learner must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- maxillary growth, effects of maxillary expansion and stability
- growth theories and principles including Scotts Cartilage growth theory, growth rotations, cervical staging, maxillary and mandibular growth
- indicators of growth and growth spurt prediction:
  - biological
  - radiographic
- growth changes for:
  - teeth
  - jaw
  - soft tissues
- normal and abnormal growth and delays
- impact of growth patterns on orthodontic treatment
- impacted canines: complications of impacted canine management, complexity of treatment, evidence-based techniques and mechanics for orthodontic traction of impacted canines
- airway disorders, snoring and treatment options
- soft tissue habits, thumb sucking, tongue thrust, mouth breathing, functional matrix theories
- ways to correct facial, dental, skeletal and habit abnormalities in children through orthodontics
- different types of functional appliances, their designs and effects on skeletal structures, dentition and soft tissue

NAT10905006 - Commence and monitor digital orthodontic treatments

Unit Overview

This unit describes the performance evidence, skills and knowledge to treat patients and monitor progress against expectations using clear aligners or other customised digital orthodontic appliances. It requires the ability to apply specialised knowledge of the benefits and limitations of clear aligner technologies and therapies and related biomechanics and attachment protocols.

This unit applies to dentist using current technology, invisible appliances and materials to treat orthodontic conditions in children and adults.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

NAT10905006 Elements and Performance Criteria

To achieve competency in this unit participants must demonstrate their ability to:

1. Commence clear aligner treatment	1.1 Brief and prepare patient for clear aligners to be placed according to treatment plan 1.2 Load attachment template with resin according to requirements and treatment plan 1.3 Perform indirect bonding according to requirements 1.4 Prepare enamel surface for bonding of attachment, brackets and buttons according to requirements 1.5 Bond orthodontic attachments and auxiliaries according to template 1.6 Perform inter-proximal reduction as planned 1.7 Issue clear aligners and appliances to patients with detailed instructions on wear time, diet, hygiene, maintenance procedures and handling emergencies 1.8 Update patient records and schedule timing for a review consultation based on planned inter-proximal reduction and patient preferences
2. Consult with patient to adjust clear aligners	2.1 Review case history of patient and appliance being used 2.2 Interpret patient imagery to determine progress and adherence to treatment plan 2.3 Troubleshoot tracking and other issues based on clinical scenario 2.4 Make required adjustments to appliances based on progress towards treatment goals and provide details of expected outcomes to patient 2.5 Brief patient on amended appliance usage, cleaning, user adjustment and maintenance

2. Consult with patient to adjust clear aligners	2.6 Update patient records and schedule review consultation based on individual patient needs
3. Monitor and evaluate patient imagery remotely	3.1 Commence and receive patient imagery, sent via digital communication technology 3.2 Manage quality of patient imagery by providing feedback to the patient via a digital app 3.3 Determine progress and adherence to patient treatment plan 3.4 Troubleshoot any deviations from expected progress 3.5 Update patient records and schedule clinical appointment for further treatment based on individual patient needs
4. Place fixed retention	4.1 Select a fixed retainer type and the dental arch to bond according to patient needs 4.2 Design and modify the selected retainer to meet patient needs 4.3 Take patient impressions and bite registration for fabrication of new and adjusted fixed retainers 4.4 Use a technique to safely adapt fixed retention appliance to dentition 4.5 Instruct patient in oral hygiene methods to care for fixed appliance and dentition 4.6 Create recall appointments for fixed retention monitoring, using virtual tools
5. Provide removable retention	5.1 Take intra-oral scan, patient impressions and bite registration for fabrication of removable retainers 5.2 Fit removable retainers and trim if required 5.3 Instruct patient on use and care for the removable retainer 5.4 Create recall appointments for retention monitoring, using virtual tools

NAT10905006 Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks at as described in line with State/ Territory regulations, dental industry codes of practice, relevant guidelines and workplace procedures:

- Perform for at least one patient needing clear aligner treatment and in accordance with individual patient requirements:
  - attachment bonding, auxiliaries and buttons

- adjustment of the appliance, clinically or virtually
- adjustment of removable appliances or components
- instruction for correct use of the appliance and correct elastic protocol as applicable
- fitting or adjusting a retention appliance
- providing correct instructions for retainer use and care

NAT10905006 Knowledge Evidence

The learner must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- different types of clear aligners, their properties and interaction with other orthodontic and dental appliances
- the advantages/disadvantages, timing, components and design of different clear aligners
- using clear aligners to treat young people including basic concepts of facial growth, aesthetic demands, treatment for Class II and Class III malocclusions using growth, social concepts and self esteem
- types of attachments, position and placement of attachments, clear aligner attachment protocols, auxiliaries with attachments
- different ways to bond orthodontic attachments and adhesives used
- retainer types and ways to fabricate and place fixed bonded retainers
- risks and benefits of fixed versus removable retainers
- clear aligner instrumentation and set up required
- use of Dental Monitoring and other similar technologies to monitor treatment progress virtually at any treatment and post treatment stage
- monitoring and troubleshooting treatment progress virtually
- digital communication technology for transmission of imaging:
  - smart phone app
  - 3D scanning

NAT10905007 - Use a multidisciplinary approach in orthodontic practice

Unit Overview

This unit describes the performance outcomes, skills and knowledge required to identify the need for a multidisciplinary approach to patient treatment, make referrals, and communicate effectively with other dental and medical specialists to facilitate holistic patient care. Treatments from other dental and medical professionals may include oral surgery, restorative dentistry and treatments to manage facial disharmony. The unit also involves undertaking teeth movement to facilitate other dental treatments.

This unit applies to dentist who perform orthodontics including both interceptive and comprehensive treatments.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

NAT10905007 Elements and Performance Criteria

To achieve competency in this unit participants must demonstrate their ability to:

1. Establish the need for a multidisciplinary approach	1.1 Assess patient conditions that require, and are suitable for, treatment by other dental and medical professionals based on patient history and examination 1.2 Provide patients with general advice about treatments offered by other dental and medical professionals and their benefits and limitations. 1.3 Create patient referral documentation that includes accurate information about patient profile and reason for referral.
2. Communicate with other dental and medical professionals	2.1 Establish contact with dental and medical professionals and develop shared understanding of patient needs based on client case history and joint expertise 2.2 Prepare referral letters for seeking expert opinion on other treatments as an adjunct to proposed orthodontic treatment 2.3 Determine and agree on areas of orthodontic, dental, and surgical responsibility to create multidisciplinary treatment plan 2.4 Agree on nature and regularity of communication required 2.5 Seek and share information about patient treatments and progress according to agreed approaches 2.6 Brief patient on agreed details of multidisciplinary treatment plan and its objectives using language they can understand

3. Plan and facilitate treatments by other dental and medical professionals	3.1 Phase orthodontic treatment planning to facilitate other dental and surgical treatment at stages and timing in accordance with other treatments and patient preferences 3.2 Determine and accurately measure space required for dental restoration and surgical procedures in digital treatment planning software 3.3 Undertake minor teeth movement gain space for veneers, implants and other treatments 3.4 Adjust treatment plan in accordance with multidisciplinary treatment approaches 3.5 Complete treatments to achieve minor teeth movement according to clinical protocols to facilitate interventions from other dental and medical professionals
4 Plan re-shaping and restorative buildup for ideal smile aesthetics	4.1 Assess need for teeth whitening according to patient requirements 4.2 Define ideal tooth proportion and width for anterior teeth 4.3 Determine and document the form and measurements required for re-shaping according to patient aesthetic requirements 4.4 Measure height and width of required restorative buildup required 4.5 Use the calculated height and width of restorative buildup and modify orthodontic plan according to measurements 4.6 Complete and document plan to achieve ideal smile aesthetics
5. Assess need for orthognathic surgery	5.1 Investigate and select available surgical options to treat a dentofacial deformity 5.2 Classify stability of possible surgical options for a patient in the long-term
6. Identify facial injectables for use as adjuncts to orthodontic treatments	6.1 Source available facial injectables and botox solutions able to be used in specific orthodontic treatments 6.2 Assess patient conditions where facial injectables may act as an adjunct to orthodontic treatment 6.3 Communicate to patients risks and benefits of facial injectables as an adjunct treatment for orthodontic treatment

NAT10905007 Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks at as described in line with State/ Territory regulations, dental industry codes of practice, relevant guidelines and workplace procedures:

NAT10905007 Knowledge Evidence

The learner must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- limitations of own skills and knowledge and when referral to other dental or medical specialists is required
- types of other dental and medical specialists to whom patients may be referred and their scope of practice:
  - endodontist
  - maxillofacial surgeon
  - oral surgeon
  - plastic surgeon
  - periodontist
  - prosthodontist
  - ear, nose throat specialist
- management of impacted and infra-occluded teeth and high frenal attachments
- management options for the dentition with previous extracted teeth and minor hypodontia
- staged correction for facial disharmony
- surgical modalities to correct dentofacial deformities
- costs and timing of treatment options
- facial injectables and botox as an alternative or adjunct treatment option to orthodontic treatment
  - available solutions for use in orthodontic setting
  - as an adjunct treatment for:
  - gummy smiles
  - retrognathic mandible
  - risks, benefits and stability
- surgical options for treatment of a dentofacial deformity
- risks, benefits and stability of orthognathic surgery

RTO STANDARDS

THE DIGITAL ORTHODONTIC COLLEGE

RTO ID: 45506

The RTO Standards

You are about to become a participant in a learning process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the current RTO Standards. The current standards are the ***Standards for Registered Training Organisations (RTOs) 2015***. Adherence to these and other requirements is done by the Australian Skills Quality Authority (ASQA).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the Standards for RTOs and will be re-audited during its registration period.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Participant and The Digital Orthodontic College Rights and Responsibilities

As a participant in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are:

1. Both the Participant and **The Digital Orthodontic College** have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both **The Digital Orthodontic College** and you, the participant, have an obligation to adhere to ALL legislation applicable in Australia.
2. We have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities and that at no time will the safety and health of any person or property be risked.
3. You have a right to a safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.
4. We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to and until you formally tell us that you are withdrawing from the program, we have an expectation that you will work on the process and meet your commitments.
5. We have a responsibility to provide you with the very best support and assistance by guiding you to the completion of the Course. We will maintain a high standard of current documentation, good service, qualified trainer/assessors who are current in their knowledge and experience in the relevant qualifications being undertaken.
6. We have a right to expect that all assessments provided by you are your own work, not copied, taken or plagiarized from someone else.
7. You have a right to reasonable access to our trainer/assessors. You have the right to access your own records; approach your trainer.

8. You have a right to expect that the requirements that we make of you are clear, concise and easily understood; we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.
9. You have a right to expect that all course requirements are compliant to the principles defined in the Standards for RTOs, and that the qualification issued by us to you will be received in good standing.
10. You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.
11. We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow participants and other people whom you meet and come in contact with at **The Digital Orthodontic College**.
12. We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect. We will be morally and socially responsible at all times. We expect the same from our participants.
13. You have a right to be provided with the services for which you have enrolled. You have a right to expect the course to be delivered in the manner it was advertised. We have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.
14. You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled participants.
15. We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by **The Digital Orthodontic College**.
16. You have a right to complain and appeal about anything or any decision we make at **The Digital Orthodontic College**, be it about you or about how we conduct the business of the RTO.
17. We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.
18. You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.
19. We have an obligation to clearly state all fees and charges associated with the course requirements.
20. We have an obligation to provide and you have a right to receive; prompt evaluation of your course work with clear and unambiguous feedback on the results and assessment decision.
21. You have a right to provide feedback on our Training and Assessment and on the Client Services we have provided.
22. We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

23. We have an obligation to clearly convey to you the policies and procedures that affect your participation in our training programs. You have an obligation to attempt to understand those policies and procedures.
24. **The Digital Orthodontic College** has a responsibility to its participants to provide quality training and assessment services, compliant to the Standards for Registered Training Organisations (RTOs) 2015, in a competent manner through the provision of quality resources and staff resulting in the issuance of AQF Certificate or Statement of attainment.
25. **The Digital Orthodontic College** has a responsibility to its clients and participants to keep them informed of any changes in the service delivery including trainers, our ownership, the engagement of third parties or any other aspect of the participants training experience.

Participants who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the CEO, and may result in cancellation of your enrolment and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

Vocational Outcomes

While the training offered by **The Digital Orthodontic College** will aid participants in acquiring new skills and knowledge, **The Digital Orthodontic College** makes no guarantees or offers any assurances on the vocational benefits that this training may bring.

The Digital Orthodontic College, does not guarantee or offer any advice on what roles or positions may become available to a participant through completion of this training.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes. Current legislation is available online at **http://www.austlii.edu.au and http://www.legislation.nsw.gov.au.**

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Amendment Act 2015

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

State Based Legislation

- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Safework Work NSW Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Child Protection (Working with Children) Act 2012 No 51.

Workplace Health and Safety Policy

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes **The Digital Orthodontic College**'s duty of care to provide a safe and healthy working environment for all employees and participants, and the employee and participants have a duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with appropriate procedures that are aligned with current standards
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local

Government Health regulations,

- Store and dispose of waste according to health regulations,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. 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. Victimisation is also treated as another ground of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - refers to all employees and participants of **The Digital Orthodontic College**.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our 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,
- 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 feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

The Digital Orthodontic College takes the privacy of our participants very seriously and we will comply with all legislative requirements. This includes the Privacy and Personal Information Protection Act (NSW 1998) and Privacy Act (1988).

In some cases as required by law and as required by the Standards for RTOs we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle is to ensure that **The Digital Orthodontic College** entities manage personal information in an open and transparent way.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with **The Digital Orthodontic College** in relation to a particular matter.

Principle 3 – Collection of solicited Personal Information. **The Digital Orthodontic College** must not collect personal information unless the information is reasonably necessary for **The Digital Orthodontic College** business purposes.

Principle 4 – Dealing with unsolicited personal information. If **The Digital Orthodontic College** receives personal information, **The Digital Orthodontic College** must, within a reasonable period after receiving this information, determine whether or not the we would have collected the information under Australian Privacy **Principle 3**, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is deidentified.

Principle 5 – Notification of the collection of personal information. Requires **The Digital Orthodontic College** to notify our clients, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that **The Digital Orthodontic College** holds on an individual that was collected for a particular purpose, **The Digital Orthodontic College** must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As **The Digital Orthodontic College** holds personal information about individuals, we must not must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross Border disclosure of personal information. Where **The Digital Orthodontic College** discloses personal information about an individual to an overseas recipient, **The Digital Orthodontic College** must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government related identifiers. **The Digital Orthodontic College** must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes issued by either the State based regulators, or the department of Innovation with regard to the Unique Student Identifier.

Principle 10 – Quality of personal information. **The Digital Orthodontic College** must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that The Digital Orthodontic College collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If an The Digital Orthodontic College entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As **The Digital Orthodontic College** holds personal information about an individuals, **The Digital Orthodontic College** must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As **The Digital Orthodontic College** holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; **The Digital Orthodontic College** must take such steps as are reasonable in the circumstances to correct that information.

Fees and Refund Policy

Training fees and refund policy is on the website:

https://digitalorthodonticcollege.com/policies/

Participant Documentation Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual participant records will be stored in a encrypted secure server.

Our electronic records are stored in our computer system which is protected by password and backed up to the cloud.

The CEO is responsible for conducting a backup of our computer systems to a Cloud based backup system.

Our software and hardcopy systems will retain participant results for a period of not less than 30 years.

Issued qualifications will be generated in MS Word and stored in our system as PDF versions stored by the name of the participant and cross referenced against identifying metrics such as date of birth or USI should these need to be reproduced.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

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

We are required to submit statistical data on our participants to the AVETMISS standard, we will use a compliant software to upload our results for AVETMISS reporting.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the Standards for RTOs such as:

- trainers and assessors, to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g., subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement copy of their Certificate.

We are required to ensure that we issue our statements of attainment to a participant within thirty days (30 days) where the participant has:

- Completed the course
- Been found competent in that unit(s) of competency
- And met their financial obligations to us

Recognition of other Qualifications

The Digital Orthodontic College will accept and provide credit to learners for units of competency.

Participants can make such an application at any time during the training programme.

Such an application may reduce the amount to training needed to be undertaken, the duration of the course or both, as each case is individual, such applications should be discussed with the trainer or **The Digital Orthodontic College**'s CEO.

Where an application is to proceed, the Participant will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar, such as ASQA.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency of a RPL applicant by reviewing the acquired knowledge and skill of the applicant. This acquired skill and knowledge may have been acquired through formal, non-formal and informal learning to such an extent that the individual has attained skills and knowledge to meet the requirements specified in the training package or a VET-accredited courses.

To assist in the process of Recognition of Prior Learning, the following definitions apply (as extracted from page 95 of the Users' Guide to the Standards for Registered Training Organisations (RTOs) 2015).

a. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)

b. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and

c. c. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Participants who feel that they have already attained the required skills and knowledge covered in our courses are able to make an application for Recognition of Prior Learning.

Participants seeking RPL will be able to undertake the course assessments without the training component as a "Challenge Assessment", i.e. an assessment without the prior revision or training.

Participants can apply for RPL at any time. A fee of 75% of the course fee is charged for this.

Participants who fail to demonstrate their skills and knowledge in the RPL process will be able to re-enter the course.

Enquires on the RPL process can be made to the Trainer and/or to **The Digital Orthodontic College**'s CEO.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to **The Digital Orthodontic College**'s CEO.

Client Selection

There are pre-requisites to enrolling in our training programs.

Specific details of these pre-requisites are contained in course brochure and information sent to participants.

If you have any questions, please do not hesitate to discuss the course with your trainer or the CEO.

Enrolment

To enrol in our course please contact **The Digital Orthodontic College** administration, the contact details for which are located on the front of this document.

Once accepted, you will need to complete an online enrolment form, which will require you to provide persona details, evidence of the required pre-requisite documentation and details on the Unique Student Identifier (USI). https://digitalorthodonticcollege.com/enrolment-form/

Unique Student Identifier

Participants wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

An RTO cannot issue a qualification to a participant unless that participant provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual. Unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain your USI, you will need to:

1. Obtain it yourself from www.usi.gov.au by providing information about yourself similar in content to that on your driver's licence, or
2. Authorise a third party such as this RTO to obtain it on your behalf. To enable us to generate your USI, you will need to:
   - **i.** Accurately complete this enrolment form, ensuring that the details you provide match your ID.
   - **ii.** Provide us with one of the following forms of unique identification:
     - Driver's Licence
     - Medicare Card
     - Australian Passport
     - Visa (with Non-Australian Passport) for international participants
     - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
     - Certificate of Registration by Descent
     - Citizenship Certificate
     - ImmiCard
3. Nominate the preferred method of contact so that your USI activation notice can be sent to you, options include, email, phone or mailing address.
4. Complete the form over page.

Once your USI has been generated, you should:

- write down your USI somewhere safe or enter it into your phone for safe keeping.
- activate your USI account at some stage in the near future.
- if you do not activate your account, your USI still works.
- when you do activate your account, you will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates. Any USI provided to use by a participant will need to be verified as being accurate. To achieve this, our staff will visit the USI website **www.usi.gov.au**

If the USI is; not provided, identified as not being correct, or "rejected" we are not permitted to issue a Statement of Attainment or a Certificate.

Please also be aware that any copies of participant personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy (LLN).

Should the enrolment application indicate that the participant may not have the requisite LLN skills, the participant will be invited to attend the College to complete a LLN indicator task prior to entry to the course.

Participants who do not perform well in the LLN Task will be:

- Offered a section of the text book to review and to advise on tits content, if the participant cannot understand the contents of the text book they will be treated as having not yet met the requirements of the LLN task and will be not allowed to undertake the course.
- Referred to a TAFE or other English Language service convenient to their home
- If applicable, referred to their employer

Only participants who have adequate LLN skills to complete the course will be accepted into our course.

We do not accept payment from a participant until they have demonstrated that they have a standard appropriate for entry into our course.

In the event that a participant's needs exceed our skill we will refer the participant to complete a TAFE LLN course prior to commencing the training.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer or another member of **The Digital Orthodontic College**'s staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with **The Digital Orthodontic College** CEO who will assist you as best as they can and if your needs exceed our support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

Interpreting Services: TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy phone 03 9469 2950 email ***acal@pacific.net.au***

Flexible Delivery and Assessment Procedures

The Digital Orthodontic College recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

The Digital Orthodontic College will make any necessary adjustment to meet the needs of a variety of participants, the inability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

The Digital Orthodontic College undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or **The Digital Orthodontic College**'s CEO

Complaints and Appeals

The Digital Orthodontic College treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner.

Complaints can be made about **The Digital Orthodontic College**, its staff, other learners or third parties and are typically aiming to resolve all complaints within three weeks. For more information on the complaints and appeal policy and to lodge a grievance visit https://digitalorthodonticcollege.com/policies/

Appeals can be made about any decision, including assessment decisions made by **The Digital Orthodontic College**. These, like any complaints are intended to be resolved, where possible within a three-week period.

The Digital Orthodontic College will act upon any substantiated complaint or appeals; these will be recorded into our RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer/assessor.

The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participant's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the CEO.

Should the complaint or appeal not be resolved in the first instance by either contact with the Trainer. Then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the CEO or Administration Manager.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by CEO.

If an Appeal is lodged about the decisions made by the CEO, the Administration Manager will manage the process on behalf the RTO.

This will include adopting the role of the CEO in recording, advocating and as described later, in engaging an external to **The Digital Orthodontic College**, Assessor or External Medication Service if required to resolve the Appeal.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, **The Digital Orthodontic College** will, with the permission of the participant, seek assistance from other authorities such the Police, Legal Representatives or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with New South Wales and Australian Law.

At all times the principles of good conduct will be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Good Conduct and Acting Fairly can be accessed from the NSW Ombudsman's office at: http://www.ombo.nsw.gov.au/__data/assets/pdf_file/0016/3634/Good-conduct-and-administrative-practice-guidelines-for-state-and-local-government.pdf

The complainant/appellant will remain informed of the progress of their complaint or appeal through written correspondence.

The Digital Orthodontic College will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the CEO and/or the Administration manager, as appropriate, will be responsible for resolving the issue.

This will involve at least:

- a formal interview with the participant and the trainer, the CEO and/or Administration Manager if appropriate.
- As stated above, if the CEO is party to the complaint or appeal and the matter has not been resolved in the first instance, then the Administration Manager is appointed to resolve the matter in the place of the CEO.
- If the CEO or Administration Manager and the aggrieved party are unable to resolve the matter, then the matter is to be escalated to a mutually agreeable independent person, such as another trainer external to The Digital Orthodontic College, or an independent Commercial Mediation Service.

Engagement of the chosen external assistance will be the responsibility of the CEO and/or Administration Manager as appropriate.

The suitable external trainer or independent Commercial Mediation Service, will need to be agreed upon by the participant and CEO and/or Administration Manager.

As stated before, this could be an external Trainer/Assessor arranged by the CEO or the participant, or it could include an independent Commercial Mediation Service such as the Resolution Institute.

The Resolution Institute can be contacted via **http://www.resolution.institute/contact-us**

Suite 602, Level 6, Tower B,
Zenith Centre, 821–843 Pacific
Highway, Chatswood NSW 2067

Phone: +61 2 9251 3366
Freecall: 1800 651 650
Fax: +61 2 9251 3733
Email: infoaus@resolution.institute

Engagement of an External Assessor is without cost to the participant, however escalation to an independent Commercial Mediation Service is a significant process and incurs significant costs.

The Digital Orthodontic College is prepared to undertake escalation to independent mediation if **The Digital Orthodontic College** is not able to resolve a dispute with a participant and the participant does not wish to use an independent assessor.

Once the need for Independent Mediation is agreed upon with the participant, **The Digital Orthodontic College** will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and **The Digital Orthodontic College** will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will determine the course of the of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about **The Digital Orthodontic College** with ASQA. However, please be aware that ASQA is not an advocacy institute for participants.

A further option available to people and organisations is the National Training Complaints Hotline.
This **number is 13 38 73**.

More details on the National Complaints Hotline can be found at:
https://www.dese.gov.au/national-training-complaints-hotline

Assessment Appeals

In rare circumstances, the participant may object to decisions made by The Digital Orthodontic College, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in the learning material
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your assessor and seek their opinion.
    i. If you are still dissatisfied, complete the appeals form and submit it to the CEO

Independent of who you submit your assessment appeal to, you will be:

2. Provided with a written receipt of your case within one business day,
3. Provided with access to an external review your case with either:
    i. An assessor external to The Digital Orthodontic College
    ii. An Independent Commercial Mediation Service

The choice of which independent mediation process is the participant's, however they have significantly different costs.

Engagement of an External Assessor is without cost to the participant, however escalation to an independent Commercial Mediation Service is a significant process and incurs significant costs.

The Digital Orthodontic College is prepared to undertake escalation to independent mediation if **The Digital Orthodontic College** is not able to resolve a dispute with a participant and the participant does not wish to use an independent assessor.

Once the need for Independent Mediation is agreed upon with the participant, **The Digital Orthodontic College** will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and **The Digital Orthodontic College** will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

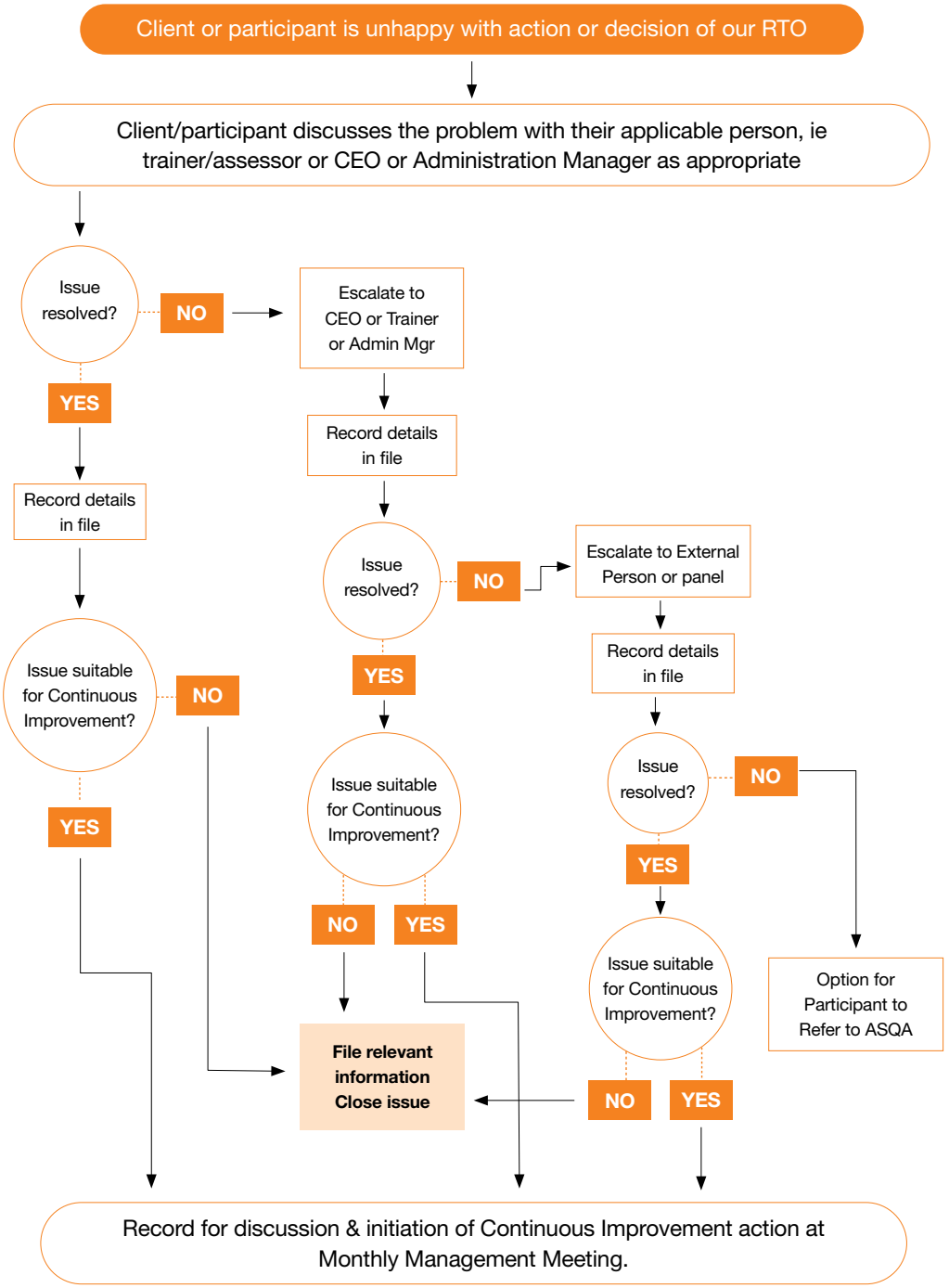
Should the mediator determine a compromise position, both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the appeal and this will state the reasons for the decision.

At all times we will keep our participants informed of the progress of their appeal. Should this process take longer than sixty (60) days we will determine the course of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

Flow Chart Representation



Discipline

The Digital Orthodontic College attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

Warn the participant that their behaviour is unsuitable, or

Immediately cancel the participants enrolment.

The Digital Orthodontic College, has a zero-tolerance policy towards illegal drugs. Any person found to be under the influence of illegal drugs will be asked to suspend their participation in the course until such time as they are unaffected.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary Standards will be discussed with the trainer and **The Digital Orthodontic College** CEO and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications, we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE16 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All of our Assessments will be:

- **Valid -** Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliable -** Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair -** Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,

- employ a participatory approach,
- provide for participants to undertake assessments at appropriate times and where required in appropriate locations.

- **Flexible -** Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All of our participants will receive an assessment guide and it is designed to inform applicants of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, types of assessment and the individual weighting of each assessment.

DIGITAL ORTHODONTIC COLLEGE

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GRADUATE DIPLOMA OF DIGITAL ORTHODONTIC TREATMENTS

Australian Qualifications Framework

Nationally Recognised Training

Best Orthodontic Seminars & Sessions Pty Ltd.
T/As The Digital Orthodontic College

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NSW 1335, Australia

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Socialise with us

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