



Art Of Dispensing

Student Handbook

We hope that your learning will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to complete your study and achieve high levels of competency. We will assist you by being flexible and fair in order to help you achieve your goals.

Please read this Student Handbook and the Course Information for the course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please contact us at the Art of Dispensing on info@artofdispensing.com

Table of Contents

Copyright:.....	3
Quality Management Focus:.....	3
Admission and Enrolment:.....	4
Student Selection Process:.....	4
Induction and Orientation:	5
Complaints:	6
Learner Privacy and Confidentiality:	6
Refund Policy:	7
Access to Student Portal:	8
Assessment:	8
Assessment Conditions:	9
Ownership and Plagiarism:	9
Assessment Results and Re-submissions:.....	10
Support for Students:.....	10
Procedure for Issuing Certificates:.....	10
The Staff at the Art of Dispensing wish you every success with your learning.	11

Copyright:

ArtofDispensing.com. All rights reserved.

This handbook and its contents are protected by copyright under Australian law and international treaties. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means electronic, mechanical, photocopying, recording, or otherwise without the prior written permission of ArtofDispensing.com, except where permitted by law.

This resource is intended solely for educational use by enrolled learners and authorised trainers. All scenarios, assessment tools, and instructional materials are original works developed by ArtofDispensing.com and may not be adapted, distributed, or commercialised without express consent.

ArtofDispensing.com acknowledges the importance of maintaining integrity in training and assessment. Any unauthorised use, duplication, or modification of this handbook may result in legal action and breach of intellectual property rights.

For permissions or licensing enquiries, please contact: **info@artofdispensing.com**

Quality Management Focus:

At ArtofDispensing.com, our commitment to quality is embedded in every aspect of our training and resource development. We strive to uphold the highest standards in instructional design, workplace relevance, and learner support by:

- Ensuring all content aligns with nationally endorsed training packages and industry best practices.
- Regularly reviewing and updating materials to reflect current legislation, workplace procedures, and optical dispensing standards.
- Incorporating feedback from learners, trainers, and industry partners to continuously improve our resources.
- Supporting assessors with clear marking guides, contextualised scenarios, and robust assessment tools.
- Promoting fairness, consistency, and transparency in assessment and learner outcomes.

This quality focus ensures that our resources not only meet compliance requirements but also empower learners and educators to achieve excellence in optical dispensing and customer service.

Admission and Enrolment:

ArtofDispensing.com welcomes learners from diverse backgrounds who are committed to developing their skills in optical dispensing.

Admission Requirements To enrol in our training programs or access our resources, learners must:

- Be at least 18 years of age or have parental/guardian consent if under 18.
- Have basic literacy, numeracy, and digital skills to engage with online content.
- Be currently employed in, or seeking employment in, an optical stores.

Enrolment Process

1. **Explore Programs** – Visit artofdispensing.com to view available training resources and assessment tools.
2. **Register Online** – Complete the online registration form with your contact details and learning goals.
3. **Confirmation** – Once registered, you will receive a confirmation email with login details and access instructions.
4. **Support** – Our team is available to assist with onboarding, technical support, and learning guidance throughout your journey.

Student Selection Process:

ArtofDispensing.com is committed to providing equitable access to learning opportunities for all individuals interested in developing their skills in optical dispensing, customer service, and workplace performance.

Selection Principles Our student selection process is guided by the following principles:

- **Inclusivity** – We welcome learners from diverse backgrounds, including those currently employed in the optical industry, career changers, and those undertaking formal qualifications such as the Cert IV in Optical Dispensing.
- **Fairness** – All applicants are assessed based on their interest, readiness to learn, and ability to engage with the training content, not on age, gender, background, or prior qualifications.
- **Relevance** – Priority is given to learners who are currently working in, or preparing for, roles in optical dispensing, retail, or health-related customer service.

Entry Considerations While there are no formal prerequisites, learners should:

- Demonstrate basic English literacy and digital literacy skills.
- Have access to a workplace or simulated environment to apply learning where applicable.
- Be willing to participate in reflective tasks and workplace-based assessments.

Support for Diverse Learners We encourage learners with language, literacy, or learning support needs to contact us prior to enrolment so we can discuss reasonable adjustments or additional support option.

Induction and Orientation:

ArtofDispensing.com is committed to ensuring all learners feel confident, informed, and supported from the moment they begin their learning journey.

Induction Overview Upon enrolment, learners will receive access to an induction module that introduces:

- The purpose and structure of Art of Dispensing training resources
- Key learning outcomes and how they align with workplace roles
- How to navigate the platform and access support
- Expectations around participation, communication, and assessment

Orientation Topics Include:

- Understanding the role of optical dispensers and customer service professionals
- Overview of relevant units and how they support industry.
- Using workplace scenarios to apply learning in real world contexts.
- How to submit written tasks and receive feedback.

Support and Communication Learners are encouraged to reach out with any questions during orientation. Our team provides guidance on using the platform, accessing resources, and preparing for assessment. We also offer tips for managing time, staying motivated, and applying learning in the workplace.

Complaints:

ArtofDispensing.com is committed to providing a positive and supportive learning environment. We recognise that concerns may arise and encourage learners to raise complaints promptly and respectfully so they can be addressed fairly and efficiently.

How to Raise a Complaint Learners may lodge a complaint about any aspect of their experience, including training content, assessment processes, communication, or support services. Complaints can be submitted:

- Via email to info@artofdispensing.com

Complaint Resolution Process

1. **Initial Review** – All complaints are acknowledged within 3 business days and reviewed by a member of our team.
2. **Investigation** – We may request further details or supporting evidence to understand the issue.
3. **Outcome** – A written response outlining the resolution or proposed actions will be provided within 10 business days.
4. **Escalation** – If you are not satisfied with the outcome, you may request a review by a senior team member or external advisor.

Our Commitment

- All complaints are handled confidentially and without prejudice.
- We aim to resolve issues constructively and in a timely manner.
- Feedback from complaints is used to improve our services and resources.

Learner Privacy and Confidentiality:

ArtofDispensing.com is committed to protecting the privacy and confidentiality of all learners. We collect and manage personal information in accordance with the **Privacy Act 1988** and relevant data protection principles.

What We Collect

We may collect personal details such as your name, contact information, workplace role, and learning progress to support your training experience.

How We Use Your Information Your information is used solely for:

- Providing access to training resources and assessment tools
- Communicating updates, support, and feedback
- Improving the quality and relevance of our services
- Sharing your progress and assessment outcomes with the organisation through which you enrolled, where applicable.

Confidentiality of Assessment

All learner submissions, feedback, and assessment records are treated as confidential. Only authorised trainers and assessors have access to your learning data. We do not share your information with third parties without your consent, unless required by law.

Your Rights You have the right to:

- Access your personal information
- Request corrections to inaccurate data
- Withdraw from training and request deletion of your records (where legally permissible)

Data Security We take reasonable steps to protect your information from misuse, loss, unauthorised access, or disclosure. Our systems are regularly reviewed to ensure compliance with privacy and security standards.

For any privacy-related enquiries, please contact: info@artofdispensing.com

Refund Policy:

The policy of ArtofDispensing.com aims to ensure that all registered students will be treated fairly and equitably.

Course fees shall be refunded to the student if:

- ArtofDispensing.com cancels or discontinues a course. In the event of a course being cancelled by ArtofDispensing.com the student will be issued with a full refund of fees paid to ArtofDispensing.com.
- The student withdraws from a course due to serious illness within the first two weeks of commencement of the course. A medical certificate will need to be submitted with the application for refund of course fees.
- No refunds for the students from India who are enrolled in a specially curated course.

Students who fail to commence a course will forfeit any course fees paid.

Students who withdraw from a course for reasons other than illness and without a medical certificate will be liable for the remainder of any outstanding course fees.

If a student does not complete the course or withdraws for reasons other than the ones stated above, then the normal refund policy of "no refund after commencement of course" applies.

Access to Student Portal:

On completion of enrolment students will be issued with personal log-in details which will provide access to the Artofdispensing.com student portal.

The Student Portal provides students with immediate access to their course material and their progress during the course.

Assessment:

Artofdispensing.com is committed to providing a quality learning environment to meet the specific needs of students drawn from diverse educational, social, ethnic and economic backgrounds.

Assessment is an integral part of the teaching and learning process that contributes significantly to students' learning outcomes. Assessment may take place in a variety of contexts distance learning, webinars and work placements.

Artofdispensing.com applies the principles of validity, reliability, fairness and flexibility in all assessments.

All the assessment tasks must be completed to a satisfactory standard. The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.

- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- Other methods outlined in the course information.

The assessor will support and guide students through the process of assessment and provide detailed and comprehensive feedback. Students are notified of assessment results at the end of each unit and can access their results online via the Student Portal.

Assessment Conditions:

Students are responsible for their own learning and for reaching appropriate standards in their studies in the allocated timeframe. Students should ensure that reasonable measures are taken to satisfy assessment requirements. These include:

1. Ensuring that they have the necessary assumed knowledge, skills and experiences for enrolment in the course/unit
2. Ensuring that they understand what is expected of them for each course and unit of competency by carefully reading the assessment guidelines.
3. Completing and submitting assigned tasks by the due date and in the required manner
4. Keeping a copy of submitted assignments, where appropriate
5. Responding promptly to emails and messages from the trainer and assessor
6. Obtaining assistance, including but not limited to academic and general support, as soon as it becomes clear that assistance is necessary.

Medical certificates must be provided in the case of illness to substantiate reasons for failure to submit an assessment on the due date.

Students should note that evidence for assessment will be retained by Artofdensing.com for audit purposes.

Ownership and Plagiarism:

Prior to commencing the assessment students will be required to sign the Assessment Checklist which includes a declaration that states:

- No part of the assessment will be copied from any other person's work except where due acknowledgement is made in the assessment.
- No part of the assessment will be written by any other person, except where such collaboration has been authorised by the Trainer/Assessor concerned and this is acknowledged in the assessment.

- The evidence submitted is your own work or the result of your own research.

Note: if you quote any source in your evidence, you must provide a reference to the source in order to ensure that you do not breach Copyright legislation.

Assessment Results and Re-submissions:

If your assessment/evidence portfolio meets the requirements of the unit of competency you will be assessed as Competent (C).

If your assessment/evidence portfolio does not meet the requirements of the unit of competency you will be assessed as Not Competent (NC).

If you are assessed NC, it is important to discuss your re-submission with your assessor as you may be given an opportunity to revise and re-submit.

Note: There will be a maximum of two resubmissions allowed per Assessment task.

Support for Students:

Artofdispensing.com is committed to providing a quality distance learning environment to meet the specific learning needs of students. Artofdispensing.com students will have access to mentoring and support services designed to guide, encourage and help to ensure successful learning outcomes.

Students will be contacted by their allocated teacher regularly by email and phone to maintain the teaching and learning relationship, gauge the student's understanding of course content and answer any questions that may arise, provide constructive feedback and to monitor student progress with assessments to optimise completion and submission by the due date. The frequency of contact will be arranged to suit the student's availability, however, Artofdispensing.com recommends teacher student contact on a fortnightly basis as a minimal requirement.

Students have access to supporting videos to cover the learning content accompanied by extensive learner guides and videos which explain the requirements of each assessment task which have been developed by lead trainers and assessors.

Procedure for Issuing Certificates:

Upon successful completion of the course, students will receive an Electronic Certificate and a Record of Results via email. For students who complete one or more individual units without attaining a full qualification, a Statement of Attainment will be issued electronically.

Please note: Certificates will not be issued until all outstanding fees have been paid

The Staff at the Art of Dispensing wish you every success with your learning.