



P-019 WHISTLE BLOWER POLICY

P-019 Whistle Blower Policy V1.0

The Board of Directors, Management and employees at Dijan Training are committed to operating legally (in accordance with applicable legislation and regulations), properly (in accordance with organisational policy and procedures), and ethically (in accordance with recognised ethical principles).

Employees are expected to cooperate with the organisation in maintaining legal, proper, and ethical operations, and if necessary, by reporting non-compliant actions by other people to the relevant authorities CEO or Board as appropriate.

Correspondingly, employees who do assist in maintaining legal, proper, and ethical operations should not be penalised in any way.

Scope

This policy applies to all Dijan Training Program Ltd team members – CEO, staff, students, contractors, volunteers, and Board members – who may need to raise concerns about wrongdoing. It includes:

- Legal Protections

This policy reflects key protections under:

- The Corporations Act 2001 (Cth), Part 9.4AAA
 - Relevant Public Interest Disclosure Acts in each state and territory
 - Standards for RTOs 2015 - Clauses 7.1, 8.1, and 8.2
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What Can Be Reported (Reportable Conduct)

You can report anything that doesn't sit right – including but not limited to:

- Fraud, bribery, or corruption
 - Harassment or discrimination
 - Misuse of public funds
 - Unethical behaviour or serious breaches of RTO standards
 - Risks to health, safety, or the environment
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How to Report

Any person can make a report by:

- Speaking to a Manager, the CEO, or any Board member OR contacting an external authority such as ASQA, ASIC, or the police
- Using the DTP nominated external partner, the Australian Dispute Centre

Reports can be submitted:

- In writing (email or letter)
 - Verbally, with consent (e.g., voice memo)
 - Anonymously– and unless legally directed, will maintain the reporter's privacy
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The Reporters Protection

It is important to feel safe when raising a concern. When 'speaking up' in good faith:

- The reporter won't be punished, dismissed, or disadvantaged
 - DTP will protect the reporter's identity wherever possible
 - The reporter will be treated with respect and supported throughout
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What Happens Next

Once DTP or the relevant authority receives the report:

- It will be reviewed fairly and promptly
- Carry out a thorough investigation and include relevant authorities as required
- Keep detailed records and update the Reporter (where appropriate)
- DTP will take corrective action if needed, and inform reporter of the outcome

All investigations follow the principles of natural justice – meaning everyone involved is treated fairly and has the chance to respond.

Who's Responsible

Board of Directors: Oversee this policy and ensure impartiality

CEO: Ensures this policy is communicated and followed

Everyone: Has a role to play in reporting and supporting ethical conduct

Improvement and Accountability

DTP will record all disclosures in our secure Whistleblower Register and regularly review this register for trends. Where needed, DTP will update policies and practices as part of our commitment to continuous improvement.

If you're not sure whether something should be reported, talk to someone you trust – we're here to help.

Records and Continuous Improvement

- All complaints and appeals, along with outcomes, are recorded in the Complaints and Appeals Register
 - Issues identified through this process are used to improve systems and practices
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External Support and Reporting to ASQA

- Learners can contact the National Training Complaints Hotline for referral to the appropriate body
 - Complaints about training quality, business practices, or misconduct can be submitted to ASQA through the ASQA Portal
 - Tip-offs regarding misconduct or unethical behaviour can also be submitted to ASQA
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Rights

- **Natural Justice:** The right to be heard and for decisions to be made without bias
 - **Non-Retaliation:** No penalties or disadvantage will occur from lodging a genuine complaint or appeal
 - **Support:** Learners may bring a support person to meetings; their role is non-interruptive
 - Conduct quarterly internal audits of learner files and SMS records
 - Document audit outcomes and improvement actions
 - Maintain a Continuous Improvement Register to track systemic issues
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M. Related Standards and Documents

Standards for RTOs 2015:

Clause 1.7: Ensure learners receive appropriate support to complete their training.

Clause 1.8: Ensure assessments meet principles of assessment and rules of evidence.

Clause 3.4: Issue AQF certification within 30 days of completion and final payment.

Clause 3.6: Retain records of qualification issuance for 30 years.

Clauses 5.1-5.4: Provide clear pre-enrolment information and notify learners of any changes.

Clauses 6.1-6.3: Maintain fair and transparent processes for complaints and appeals, ensuring natural justice and continuous improvement.

Clause 7.1: Ensure governance arrangements are in place to manage compliance.

Clauses 8.1-8.2: Cooperate with ASQA and provide accurate and truthful information.

Relevant Documents

- Access to Records Request Form
- Learner Handbook
- Learner Enrolment Policy
- Learner Support Policy and Procedure
- Complaints & Appeals Policy and Procedure
- Learner Privacy Policy v1
- Complaints and Appeals Form
- Complaints and Appeals Register
- AQF Certification Policy
- Training and Assessment Strategy
- Fit and proper person declaration

- <https://www.acnc.gov.au/tools/factsheets/whistleblower-protections>
- <https://asic.gov.au/about-asic/asic-investigations-and-enforcement/whistleblowing/whistleblowers-and-the-corporations-act-video-transcript/>

Relevant Legislation

- Australia - [Public Interest Disclosure Act 2013](#)
- NT - [Public Interest Disclosure Act 2008](#)