



TRAINING

Student Handbook



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Welcome to LT Training

On behalf of the staff at LT Training, we would like to welcome you.

To help you understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we trust answers the questions you have about studying with us. If not, please feel free to ask our Admin staff or your trainer.

Trainers are responsible for ensuring that you are kept informed of any changes to legislation or LT Training's policies. Any changes affecting your studies or learning environment will be emailed to you. Please ensure that you keep LT Training informed of any changes to your email address. This can be done by completing the "Change of Address Notification Form" (Appendix D).

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk with us at any time, to discuss any problems you may have.

We trust that your time with LT Training is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team
LT Training



Training Procedure

In this section we have tried to cover a step by step procedure to inform you of how the training of your selected qualification will proceed.

- 1 Firstly there will be an Initial Interview with our trainer/contractor/office staff either by face to face meeting or by phone. They will gather as much info from you so that they can advise you of the following –
 - The course name and code you wish to complete.
 - Establish whether there is any RPL to be granted
 - Establish and identify any support individual learners need prior to enrolment.
 - The exact cost to you for the course
 - Mode of delivery (e.g. Face to face/external/distance study/electronic/blended)
 - Approximate period of time to complete course
 - Trainer's name and/or Contractor's name and company they are from if relevant
 - Work out a 'Training Plan' for you
 - If any work placement is required

The administrative office will issue a booking confirmation or booking details stating the course name, costs and any other relevant information.

- 2 The administrative office will send you an invoice that needs to be paid as stated on the invoice.
- 3 After reading the details on the website or information provided by the administrative office, we will enrol you by going online (www.LTTraining.com.au) or give you a hardcopy form to fill out and return.
- 4 After you have been enrolled in your chosen course, the trainer/contractor will support your training on the scheduled day.
- 5 After you have completed all your training and assessments the trainer/contractor will get you to fill out a short 'Learner Questionnaire' and then they will forward all your documents to head office for validation and processing of your certificate.
- 6 Please allow approximately 5 to 10 working days to receive your certificate by post.

If you have any queries, please do not hesitate to contact the office.



Course Induction and Code of Conduct

On the first day, all new students are requested to register at reception at the appointed time.

Students will be greeted and an Orientation will be conducted, which will include the following:

- Relevant Policies and Procedures contained in the Student Handbook will be explained
- Floor Plan Orientation (toilets, fire exits, kitchen, legislation folder etc.) given
- Overview of the Evacuation procedure conducted
- Disclaimers completed and handed in

The students are then conducted in their designated classrooms.

Academic Misconduct

LT Training's CEO will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment
- Submitting the work of another student as their own work
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments

Two verbal warnings will be given before cancelling the assessment, marking the assessment NYC.

Students involved in any of the above will be set a new assessment and will be counselled by the Chief Executive Officer.

In instances of misconduct, students may be charged a re-sit fee of \$150.00 and it must be paid prior to the re-sit. The decision to impose these fees will be made by the Chief Executive Officer, after examining all aspects of the case.

Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

Discipline

LT Training will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however, when a disciplinary action must be taken to ensure the safety and well being of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken, include when a student:

- Brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- Brings onto, or consumes on the premises, any alcohol
- Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol



- Damages or removes any property or resource belonging to LT Training, or any training venue hired by LT Training
- Assaults (physically or verbally) any person or persons on the premises, or any training venue hired by LT Training
- Fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises
- Exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- Enters any part of LT Training's premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual's file
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow LT Training's complaints procedure.

LT Training expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

Behaviour on Campus

Every student is expected to reflect the ideals and code of behaviour of LT Training in their dealings with fellow students, members of staff and the general public. Students are expected to adhere to the rules and to co-operate in the effective running of LT Training.

LT Training strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person
- to assist in maintaining the self-confidence and self-esteem of others
- to maintain constructive relationships with all staff and fellow students
- to take the initiative to assist in making things better
- to always lead by example
- to always respect the property of LT Training, staff and fellow students



- to refrain from using inappropriate language with the understanding that to do so will not be tolerated
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at LT Training encourage the use of water bottles in classrooms

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary, will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Smoking

LT Training premises (including classrooms, toilets, and general office areas) are smoke-free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

Theft

As the premises of LT Training are open to the public, students are advised not to leave their valuables unsupervised. NVR Registered Training Organisation cannot be held responsible for anything, which may be stolen, from its premises.

The National VET Framework

The course in which you are enrolled will result in your achieving a nationally accredited qualification. If you complete all requirements of the course you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). The Australian Skills Quality Authority (ASQA) audits LT Training (RTO) regularly, to ensure compliance against these frameworks.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the National VET Regulations and will be re-audited during its subsequent five-year 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.

The National VET Regulations is a quality training system and is a key driver of Australia's



economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognized training.

As an RTO, LT Training adheres to this system and does all within its power to remain compliant. From time to time students are surveyed and their cooperation will assist this organization in remaining compliant. Assessment Booklets contain feedback forms and students are invited to provide feedback on the assessment through this form. Students will also be invited to provide feedback through Course Evaluation Forms. These surveys are conducted to enable LT Training to identify opportunities for improvement to training and assessment and services provided.

Rights and Responsibilities of Students and Staff

Students' Rights

LT Training recognizes that students have the right to:

- expect LT Training to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- have access to all LT Training's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice, prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- be treated with dignity and fairness,
- expect that LT Training will be ethical and open in their dealings, their communications and their advertising
- expect that LT Training will observe their duty of care to them
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to advise LT Training of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified



- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to LT Training administration office
- respecting LT Training property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt
- abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on LT Training's property or engaged in an LT Training controlled or sponsored activity
- abstaining from acts of self-harm

LT Training abides by the Standards for The Standards for RTOs 2015 in relation to all training and assessment activities. Accordingly LT Training requires all training/assessment staff to hold as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40110) – or equivalent
- Sound, recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, The Standards for RTOs 2015 and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles and
- A current certificate authorising the staff member to work with children and young people.

Sustainability

LT Training is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Student Records

As a student, you should be aware that our trainers are required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses
- supply in a timely manner as per LT Training's procedures, accurate attendance records of student(s) for each session they deliver

LT Training has in place a policy and procedure for the collection, storage and protection of all the training records of individual students, to meet training and assessment activity requirements. Assessment Results are recorded within twenty-one days from the date of assessment and students may request an update on progress at any time following this period.

Each individual student is assigned a personal file for storage of training records. Student training documentation records are stored in a secure manner (individual files in locked cabinets; electronic files with access by password only). All Trainers/assessors involved in the training program are informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of LT Training.



Unique Student Identification (USI) Numbers

For the first time, every student who undertakes nationally recognised vocational education and training (VET) in Australia (or overseas from an Australian-registered provider), will be able to access their enrolment and achievement record from a single authoritative source. Currently, it is not possible for students to get a complete record of their VET enrolment and achievement history online from one place.

Under the new initiative, students are able to get a full transcript of all of the accredited VET training they have undertaken since 1 January 2015, or an extract of it that shows the particular achievements they want it to.

Anyone undertaking nationally recognised training from 1 January 2015 will need a USI.

Nationally recognised training includes qualifications from training packages and accredited courses. The process of nationally recognised training ensures that the training meets the standard required by industry. Only registered training organisations (RTOs) can issue nationally recognised qualifications or statements of attainment, meaning students can have confidence that they will attain skills of a high quality, accepted and recognised everywhere in Australia.

All nationally recognised training is listed on www.training.gov.au.

If the training you wish to undertake is not listed on this website, it is not nationally recognised training.

Training that was undertaken prior to 2015 unfortunately, cannot at this stage be included in the transcript. However, it's an issue that governments may consider in the future.

An individual can apply for a USI from October 2014. The USI must be provided to their training provider before the person can receive a statement of attainment or qualification post 1 January 2015.

The protection of your USI – and the personal and educational data that it links to – is paramount and important safeguards will be in place to protect your privacy. A key principle underpinning the initiative is that individuals will have control over their USI and can determine who can have access to the personal and educational records associated with it.

Under the USI initiative a student's USI must not be collected, used or disclosed by anyone other than the student for a purpose other than those set out in the legislation. There is also a requirement that anyone that has a record of your USI is to protect that record from misuse or unauthorised access.

Your privacy is further protected by the legislation requiring that any personal information collected by a training provider solely for the purpose of applying for the USI on your behalf must be destroyed after the USI is obtained.

The USI will be stored by the Student Identifiers Agency, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address. The USI will also be held by the National Centre for Vocational Education Research in a separate database along with your training records. Your



personal information and training record will be linked only when you request a transcript of your achievements using your USI, you authorize someone else to do so or otherwise in accordance with the legislation.

The Australian Information Commissioner will be the key regulator of the privacy and confidentiality aspects of the USI legislation and will have the capacity to investigate and impose a range of sanctions.

How to get a Unique Student Identifier

It is free and easy for you to create your own USI online. While you may create your own USI, LT Training is also able to create a USI for you.

Steps to create your USI

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport)
- Birth Certificate (Australian)

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact LT Training about the other forms of ID they can accept to help you get a USI.

Step 2 Have your personal contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7 You should then write down the USI and keep it somewhere handy and safe.

If you have any questions or need more information, you can visit usi.gov.au

Accidents

All accidents must be reported and recorded on the "Incident Report Form" (see Appendix B), which must be signed by the Chief Executive Officer or their nominated representative. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's wellbeing.



Change of enrolment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us. Please use the “Change of Address Notification Form” (Appendix D) to do this.

Complaints Process:

1. If the issue concerns class work or a course, the problem should be discussed in the first instance with the trainer/assessor. All complaints must be lodged in writing, using the “Complaints Form” If the issue concerns fees, it should be raised with the Chief Executive Officer or their nominated representative. If the issue concerns a financial dispute, the client should refer in the first instance, to LT Training’s refund policy.
2. When a client has a complaint they are encouraged to address their concerns immediately with the officer concerned, or, if deemed appropriate, with the Chief Executive Officer or their nominated representative, to attempt to reconcile the issue(s).
3. The Chief Executive Officer must attempt to resolve the issue(s) within seven (7) working days from the receipt of the written complaint and communicate the decision in writing to all parties involved.
4. Suppose the matter cannot be resolved between the parties concerned. In that case, the complainant will be provided with information explaining their right to refer the matter independently to the Ombudsman and/or the Australian Skills Quality Authority (ASQA), depending on the nature of the matter.
5. All correspondence and documentation will be kept on the client file for future reference as required.

Course Withdrawals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after the course had commenced, however, exceptions will be considered on a case-by-case basis.

- See Cooling-off period and refund policy.

The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent, as recognition of completion of those units of study. Payment must be received for these units.



Training and Assessment

Student Enrolment

When an enrolment form is completed you will be acknowledging that you have been provided with the information contained in this brochure. Students are requested to ensure they fill in all sections of the form so that we may support any specific study requirements. This assistance will enable us to ensure you are enrolled in the correct course of study. You are encouraged to identify on the enrolment form if you have a disability and require support so that we can make the necessary arrangements to meet your needs.

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records
- Individuals authorising releases of specific information to third parties in writing,
- LT Training staff who require this information as part of their job role
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

Students wishing to check progress towards completion are welcome to request this information. It is the organisation's policy to attend to such requests within three working days. If for any reason this is not possible, you will be notified and advised of the date when the information will be available.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment).

Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. Suppose students are unable to achieve competency at the first assessment in a unit. In that case, trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

Appeals against Assessment Process

Note: Appeals against assessment outcomes must be lodged immediately and no later than 14 days from the date of the receipt of the assessment report. It is LT Training's desire to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Should a client wish to appeal against an assessment outcome, they should follow the process outlined below:

- The appeal must be lodged on the Appeal against Assessment Decision within 14 days of receipt of the result.
- Discussion on the appeal will be conducted between the assessor, the client, and the CEO or their appointed representative immediately or within 24 hours of receipt of notice of the appeal.
- LT Training will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal
- the applicant will be notified in writing of the result



If the issue remains unresolved, then:

- The appellant should be encouraged to contact Australian Skills Quality Authority (ASQA) or other relevant third party.
- All correspondence and documentation will be kept on the client file for future reference as required.

Grounds for Appeal

An application for appeal will be considered where a student claims disadvantage because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is upheld LT Training will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel. All appeals are recorded and reviewed in order to identify opportunities for improvement in the appeals process.

Training and Assessment Methods and Pathways

LT Training has been approved by ASQA to deliver the qualifications listed on the national website. If you visit www.training.gov.au and enter LT Training's name in left search window, you will be able to see just what those scopes are.

Assessments should provide opportunity for LT Training to be informed of the context and purpose of the assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information sessions are included with the introduction of each subject to inform students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment. Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Students are advised that there are a number of pathways to qualifications and LT Training provides you with the opportunity to identify the most appropriate pathway. This may be through:

- a formal learning process, such as the course in which you are currently enrolled
- work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home

Study options available may include:

Full time - this option requires classroom attendance as outlined in the course outline

Part Time – this option allows the student time to undertake other responsibilities, such as



work, home duties etc.

Flexible – a combination of classroom and home study

Please note not all classes provide these options and students are encouraged to discuss this with their trainer.

Students should be aware of the assessment criteria used by the trainers at LT Training. Assessment requiring essay or report writing is based on the following criteria:

1. Answering the Question

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

2. Referencing

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

3. Accuracy of Spelling, Grammar and Punctuation

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Chief Executive Officer and dealt with accordingly. Students should keep a copy of their assessments.

Format

- Cover sheet
- Use one side of page only
- Assignments to be word-processed*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

**NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.*

Statement of Authorship

All assignments projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged.

Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included LT Training's Assessment Cover Sheet in each assessment booklet.

Assessment Re-sit Procedure



Stage 1: Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee may be charged for re-sitting the assessment.*

Stage 2: Student deemed Not Yet Competent in FIRST assessment

Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

Students will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: Student deemed Not Yet Competent in FIRST re-sit

- If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 may be required to be paid prior to the assessment.

Stage 4: Student deemed Not Yet Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- LT Training will determine the time at which the unit will be available.

The student may be liable to pay a fee to be determined by LT Training

- LT Training to cover the cost of extra tuition

* The decision to charge this fee (or portion of the fee) will be made by the CEO who will consider all aspects of the case prior to making the decision.

Competency Based Training and Assessment

Competency-Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student can provide quality evidence that demonstrates achievement of the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used, or what the curriculum's content material consists of.

All assessments conducted by LT Training the following directives will be observed as listed in the *Competency Standards for Assessment* outlined in The Training and Assessment Training Package (TAE10)

- **Competency Based Assessment** - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Education TAE10),
- **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fairness** - Assessment procedures will be fair, so as not to 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 students to undertake assessments at appropriate times and where required in appropriate locations
- *Flexibility - Assessment procedures* must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
 - *Recognition of Prior Learning* - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,
 - *Due Date Information* - The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Credit Transfer Policy

Credit Transfer is available to all students enrolling in LT Training's courses on scope of registration. Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider, in line with LT Training's Recognition of Qualifications Policy.

National Recognition

National recognition is recognising and accepting a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualifications and Statements of Attainment issued by another RTO in Australia. LT Training will accept Australian Qualifications Framework qualifications and Statements of Attainment issued by other RTOs. There are no fees for national recognition.

Fees and Refunds

Fees are payable before the course commences, details of which are contained in the relevant course information sheet. LT Training's management ensures that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

All fees for short courses costing up to \$1500 are paid at the time of enrolment before the course starts. Students enrolling in courses that costs more than \$1500 are requested to pay a non-refundable deposit of \$500 at the time of enrolment.

LT Training operates a refund policy, which is fair, equitable, and in accordance with policy and procedures as set out in LT Training's Operations Policy and Procedures.

Once students have started studying their chosen qualification or course, LT Training will remain committed to providing the highest quality of training and assessment as outlined to the student handbook. In the event that LT Training is no longer able to provide the training and assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the student. Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

Cooling-Off Period

Short course enrolments

These courses have specific fixed costs which must be paid, often before the commencement session. Therefore, the cooling-off period will be up to five (5) days before the course commences. Refer to the refund policy below.

Self-paced enrolments

A fourteen-day (14-day) cooling-off period applies for all self-paced enrolments. However, this cooling off period is deemed to be waived if the student commences training and/or submits assessment materials during that period. By this action they are deemed to have entered fully into a contract of service provision with the RTO. After this event there is no refund except in exceptional circumstances and at the discretion of the Operations Manager or CEO.

In this case, no refund can be claimed for Unit(s) or module(s) in which training has already commenced.

In this instance, RTO can only offer a deferred enrolment. Therefore, cash refund applications will not be accepted.

Traineeships and Apprentices

A thirty (30) day cooling-off period (normal probation period) shall apply for all enrolments in existing worker traineeships/apprenticeships. Refund applications received during this period shall be paid immediately and in full.

Refund arrangements outside of this period shall be defined by the contract between RTO (as Supervising Registered Training Organisation) and the employer. Given that the funding arrangements are generally fees paid after training has been delivered, an employer may be asked to make pro-rata payments for any costs in arrears.

In general, we offer a full refund for advance payments where the trainee provides notice in writing more than fourteen (14) days before the scheduled training session.

Refund Policy

Pre-enrolment information provided to students is designed to ensure that all details relating to fees and charges are known prior to enrolment. The total enrolment fee is payable on enrolment to any program or partial program. If the course costs more than \$1500 a minimum deposit of \$1500 is required. The balance of the program fees are to be paid weekly after the course commences in not more than \$1500 instalments.

If LT Training is responsible for cancelling a course, participants are entitled to a full refund.

LT Training will grant an appropriate refund of fees when a participant amends their re-enrolment or enrolment status, if the following conditions are met:

- If the advice of cancellation is received by an LT Training facility or contractor more than five (5) days before course commencement. LT Training will refund paid course fees within two weeks of receipt of cancellation.
- The course fees will not be refunded:
 - The client cancels less than five days before the course starts.
 - If the student wants to cancel and there are no business hours before the short course starts or when the course has commenced.



- If the student does not turn up for the day
- The student starts the course and withdraws from the course before the completion
- If extreme hardship or extenuating circumstances prevent participation in the course, an application can be made to the operations manager for a refund or transfer to an alternative scheduled date. Applying does not guarantee a full or partial refund or transfer.
- If the operations manager approves a transfer, there may be an administration fee. The alternative date chosen must already have existing enrolments. LT Training will monitor the bookings and let the client know if the selected date will not work.
- Clients can visit the complaints process of LT Training if they wish to appeal the refund policy or refund/transfer outcome.

Please allow LT Training up to ten (10) working days to process any refund requests.

Students are not permitted to transfer course fees to another student without first seeking the approval of the Chief Executive Officer

Issuing of qualifications

LT Training will issue all AQF qualifications and statements of attainment within 21 days of the training programs completion. All qualifications and statements of attainment issued by LT Training comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of The National Standards for NVR Registered Training Organisations.

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. LT Training will issue each student an interim academic transcript on request, and another one by the end of the course.

LT Training only issues AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses. Students are able to download the Employability Skills for the training package qualification they are completing by visiting employabilityskills.training.com.au.

Students are encouraged to take care of certificates issued by LT Training. Replacement certificates and/or Statements of Attainment will incur a cost of \$30.00 per document. Replacement certificates will only be provided upon submission of a Driver's Licence or another form of ID.



Language, Literacy and Numeracy (LLN)

LT Training aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests the provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Chief Executive Officer (or their appointed representative) any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. LT Training will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, LT Training will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that LT Training can offer include:

Literacy

- Providing students only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it,
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.



Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the skills have been acquired

LT Training has an established RPL process and recognises all AQF qualifications and statements of attainment issued by other registered training organisations. The procedures for applying for Recognition are:

1. The potential student is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the student wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL with their trainer/contractor, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential student is fully aware of the RPL process.
3. If LT Training decides to proceed with the RPL process then, upon payment of the prescribed sum, the student will be issued with the RPL kit, containing:
 - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.
 - b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL; three forms of evidence from the list below will be acceptable:
 - i. letters or statements for experts attesting to the individual’s ability
 - ii. samples of work or documentation completed
 - iii. certificates from courses attended
 - iv. details of participation in activities, this may include resumes, or other types of records
 - v. videos demonstrating skills
 - c. The portfolio of evidence will be assessed by a competent person.
 - d. The assessment will be determined and results forwarded in writing to LT Training



- e. The student has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.
- f. Included with the assessment decision will be feedback informing the student of the reasons for the decision.

RPL Fee: RPL will be charged at a comparable rate to that of the unit of competency.

Recognition of Qualifications issued by other Registered Training Organisations

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by LT Training.

Students enrolling in LT Training courses will be able to use their existing qualifications issued by other RTOs as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought. An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by LT Training, effectively reducing the duration of the Certificate III course.

Work Placement

Some courses offered by LT Training require compulsory Work Placement. If you are not currently employed in this industry, you will be assigned to a facility which will provide you with the appropriate environment for practise opportunities and assessment tasks. LT Training holds agreements with accredited facilities in the local area.

Hours required vary from course to course. This will be discussed in detail after you have enrolled.

Legislation

LT Training will do all within its power to adhere to all legislative requirements, especially those that may affect a student's learning such as:

- National Vocational Education and Training Regulator Act 2011
- The Standards for RTOs 2015
- Australian Qualifications Framework
- Access and Equity
- Alcohol and Other Drugs
- Privacy
- Workplace Health and Safety Legislation and Regulations
- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Privacy Act 1988
- Workplace Relations Act 1996
- Information Privacy Act 2000
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012



- Anti-discrimination Legislation and Regulations
- Consumer Protection Requirements

Access and Equity

LT Training is committed to providing opportunities to all people for advancement in training on an equitable basis. This includes providing equal opportunities to industries where women are under-represented; and where people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners have access.

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

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any program within LT Training scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Relevant legislation

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Privacy Act 1988
- Workplace Relations Act 1996
- Information Privacy Act 2000
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

Alcohol and Other Drugs (AOD)

Do you have any questions about alcohol and other drugs (effects, risks)?

Are you concerned about your own alcohol or other drug use, or about the drug use of someone you care about? Do you need to know the rules about alcohol and other drug use at LT Training?

LT Training will put you in touch with services aimed to assist in dealing with this issue. We recognise that many factors can contribute to alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

Alcohol and other drug use while undertaking LT Training activities is not permitted.



Relevant legislation:

Liquor Licensing Act 1997

Harassment and Discrimination

At all times LT Training will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform LT Training management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep LT Training premises safe by not threatening, bullying or hurting others in any way
- keep the classroom safe by obeying instructions,
- keep LT Training premises safe by not bringing illegal substances or weapons onto our premises
- refrain from stealing, damaging, or destroying the belongings of others

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 students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Relevant legislation:

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Workplace Relations Act 1996



- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

Privacy

LT Training operates in compliance with current privacy legislation. All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the National Vocational Education and Training Regulator Act 2011.

LT Training is committed to maintaining and safeguarding the confidentiality and privacy of all of LT Training individual student's information. LT Training has documented and implemented procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a back-up system and are protected from unauthorised access by password controls and external back-up. Further protection of the electronic data and its computer systems is provided by the antivirus software systems, which automatically update their virus definition files on a needs basis.

Computer system protection is provided by the firewall software which monitors and protects LT Training computer systems from unauthorised access from the internet.

Student results are archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Relevant legislation:

Privacy Act 2014

Student Support, Welfare and Guidance

LT Training wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of LT Training staff. The staff member will ensure that the full resources of LT Training are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Student Support Officer for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

National Vocational Education and Training Regulator Act 2011

Under this legislation, LT Training has an obligation to ensure the learning environment



will:

- allow others to learn
- keep LT Training's premises safe by not threatening, bullying or hurting others in any way
- keep the classroom safe by obeying instructions
- keep LT Training's premises safe by not bringing illegal substances or weapons onto our premises
- refrain from stealing, damaging, or destroying the belongings of others

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 students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.



Work Health and Safety

The Work Health & Safety Legislation requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place.

This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required
- a clean and suitably designed work place with the safe storage of goods such as cleaning 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
- Store and dispose of waste according to health regulations
- Check all equipment – especially electrical cords. If you are bring cords on to the premises, they must be checked by your trainer to ensure currency of tag
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained

Relevant legislation

Work Health & Safety Act 2011

Consumer Protection

The Australian Consumer Law sets out consumer rights that are called consumer guarantees. These among other things, include your rights to a refund if services promised are not provided. LT Training's refund policy outlines when a refund may be requested

Disclaimer

Every effort has been made to ensure that the information in the booklet is correct as at March 2015.

LT Training reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in the brochure.

Definitions

ASQA – Australia Quality Skills Authority ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

Bullying – 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, insults, 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.

Classrooms – rooms either owned or hired by LT Training for training purposes

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

Discrimination - 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 - 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 - all employees either full-time, part-time or contract of LT Training.

Racial Harassment – any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Training Records - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units
- individual student assessment information for each unit of competency
- information on awards issued (award, date, certificate number)
- individual student participation data (assignments/assessments where practicable, attendance)
- documentation / records of complaints, appeals

recognition (RPL/RCC) process documents (application and results)



Appendices

Appendix A – Appeals Against Assessment Decision

Appeal against Assessment Decision

APPEAL AGAINST ASSESSMENT DECISION

1. PERSONAL DETAILS
 Student Number Contact Telephone.....
 Family Name.....
 Given Name/s.....

2. CHECKLIST
 Have you:
 Made an appointment and discussed the matter with your assessor Yes No
 Completed all the requirements for the unit up to and including the work under dispute Yes No

3. COURSE/UNIT DETAILS
 Unit of competency Code and Name

4. BASIS FOR APPEAL (Please tick appropriate section/s)
 Result not based on agreed assessment criteria
 Assessment method at variance with statement on unit outline
 Unfair grade based on stated criteria and quality of work
 Work handed in on time was not marked
 Other reason (please specify)

8. PROCEDURE
 The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published.
 If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the Principal.
 Please hand the completed form together with any supporting documentation to Administration.

9. RECEIPT
 Date of lodgement



Received by (name).....
Signature

10. ACTION
Action taken by assessor
.....
.....

11. RESULT
I am satisfied with the results of this process.
Student name.....
Signature Date
I am not satisfied with the results of this process and wish this matter to be heard by an independent person.
Student name.....
Signature Date

Should the issue take more than sixty (60) calendar days to resolve, LT Training will inform the appellant in writing, including reasons why more than 60 calendar days are required, and will regularly update the complainant on the progress of the matter in the space below
--



Appendix B – Incident Report Form

INCIDENT REPORT FORM

Student Name

Student Number.....

Course..... Class

Date of Incident Time of Incident

Details of Incident

.....
.....
.....
.....
.....
.....

Student’s Signature..... Date

Details of Action Taken

.....
.....
.....
.....
.....

Follow up Action Taken

.....
.....
.....

Chief Executive Officer's Signature Date



Appendix C – Complaints Form

Complaints Form

Section One
(to be completed by participant)

Complainant’s name

Address.....

Phone

Nature of complaint

.....

Signature of Complainant..... Date.....

Section Two
(To be completed by LT Training representative if outcome is reached).....

.....

Signature of Representative..... Date.....

Position.....

Section Three
(to be completed by representative of arbitrating body if complaint is taken to this level)

.....

.....

.....

Signature of Arbitrating Body Representative

Position.....



Should the issue take more than sixty (60) calendar days to resolve, LT Training will inform the complainant in writing, including reasons why more than 60 calendar days are required, and will regularly update the complainant on the progress of the matter in the space below



Appendix D – Change of Address Notification Form

Change of Address Notification Form

Family Name

First Name

Student Number:.....

Course Enrolled

New Address:

Suburb

Post Code.....

Home Phone Number

Work.....

Mobile

Email Address

Appendix E – Consent Form

Permission to use photo/information

Organisation Name

Street

City State P/Code

I grant to LT Training, its representatives and employees, the right to use information/photographs of me in its advertising.

I agree that LT Training may use such information/photographs with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

I have read and understand the above:

Signature

Printed name

Organisation Name (if applicable)

Address

Date