

STUDENT HANDBOOK



Welcome to LET Training!

We are committed to providing quality training, assessment and client services that exceed the expectations of each and every one of our students. We realise every student is on a unique learning journey, seeking a partner provider that understands and delivers on their individual needs, and provides a personalised, authentic experience. Our vision is to be that partner.

We also understand the importance of having access to sufficient, clear and accurate information to inform decision-making during all stages of that journey. Our Student Handbook has therefore been designed to achieve this goal.

Please use this Handbook to familiarise yourself with our organisation, its services, programs and commitments - whether it's to assist you in making an enrolment decision, to remind you of relevant processes once enrolled, or to identify which form to use when the need arises. This Handbook is also a companion to our complete Quality System Manual (containing all current RTO Policies and Procedures).

Please do not hesitate to contact me personally at info@lettraining.com.au if I can clarify any information contained in this Handbook, or provide any further information or assistance whatsoever with any aspect of our operations or services.

Again, welcome to LET Training. We look forward to partnering with you every step of the way of your journey.

Kind regards

The RTO Chief Executive Officer
LET Training (the RTO)

Glossary of Acronyms

The following glossary has been designed to assist you in navigating your way through our Student Handbook:

AQF: Australian Qualifications Framework

ASQA: Australian Skills Quality Authority

CBA: Competency-Based Assessment

CBT: Competency-Based Training

LLN: Language, Literacy and Numeracy

NVR: National VET Regulator

RPL: Recognition of Prior Learning

RTO: Registered Training Organisation

SNR: Standards for NVR Registered Training Organisations

VET: Vocational Education and Training

VQF: VET Quality Framework

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Code of Ethics

The Registered Training Organisation (RTO), will at all times act in an ethical manner and with integrity, trust and respect in all dealings with all clients and learners, including prospective clients and learners, and all stakeholders.

The RTO will develop and deploy such policies, procedures, systems and practices to ensure that all training, assessment and educational and support services offered and delivered are relevant and comply with the mandates of:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Australian Skills Quality Authority (ASQA)
- VET Quality Framework comprising the:
 - Standards for Registered Training Organisations (RTOs)
 - Australian Qualifications Framework (AQF)
 - Fit and Proper Person Requirements
 - Financial Viability Risk Assessment Requirements
 - Data Provision Requirements
- Commonwealth and State legislative and regulatory requirements.

The RTO will ensure:

- All of its activities and undertakings are conducted and carried out ethically and with the utmost honesty, fairness, equity, accuracy and transparency at all times.
- Access and equity principles and practices are embedded in all systems, procedures, practices, processes and behaviours that affect outcomes for all stakeholders, including clients, and learners.
- It acts with due skills, care and diligence at all times in the conduct of its business.
- The sustained delivery of training and assessment that is responsive to industry and learner needs and meets the requirements of Training Packages and VET Accredited Courses.
- The sustained provision and availability of sufficient appropriate facilities, resources and equipment with which to deliver quality training, assessment and educational and support services.
- The engagement of qualified and competent Trainers and Assessors with current industry skills, who continue to develop their knowledge, skills and practice of vocational training, learning and assessment (including competency based training and assessment).
- Transparent, accurate and factual information about the services, performance and responsibilities of the RTO and stakeholder rights and obligations is accessible to prospective and current learners and clients to enable them to make informed decisions regarding their training and/or assessment needs.
- High standards of financial probity, including compliance with the published fee protection and refund policy.

- Compliance with current work health and safety, equal opportunity, anti-discrimination, consumer protection and privacy legislative and regulatory requirements.
- The maintenance of adequate records and the continued security of all current and archived records.
- Learners are provided with timely access to their records.
- The maintenance and continual improvement of a quality assurance system.
- Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively in accordance with the principles of natural justice and procedural fairness.

The RTO undertakes to ensure all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics.

The RTO will refrain from associating with any enterprise which could be regarded as acting in breach of this Code of Ethics.

The RTO will uphold the highest ethical standards at all times.

Code of Practice

The RTO has agreed to operate within the Standards set by the Australian Skills Quality Authority (ASQA), which include the *National VET regulator Act 2011* and the National VET Regulator (NVR) Standards.

The RTO is committed to providing supportive and positive outcomes from all services provided to our clients. All staff recognise the rights of students and provide information, advice and support that are consistent with our Code of Practice.

If, at any time, you feel that any staff member is not abiding by our Code of Practice, you may report your complaints or grievance to your supervisor / trainer or anyone in our organisation, or complete our complaints and appeals form.

We provide and support the following services within our Code of Practice:

1. Access & Equity

The RTO is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognise the rights of students and provide information, advice and support that is consistent with our Code of Practice.

Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

2. Appeal & Complaints Procedures

We have a documented procedure that covers any assessment appeals or general complaints. Should you have an appeal or complaint, information on the process is provided in the student's handbook, as well as in our policies listed on our website.

3. Client support

We currently offer support in: assessment options including recognition of prior learning (RPL); options in delivery modes; trainer support during course enrolment; training needs analysis; special needs, including language, literacy and numeracy; clarifying information by contact us through provided contact details.

4. Course Extension Policy

The RTO will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the course in the allocated time.

Once the allocated time for a given course has ended the student will no longer be given access to the course material and/or be assessed in any work completed beyond the course due date.

An enrolment can be extended with the payment of an additional fee.

5. Course Information

Specific course information is provided on our website for all courses currently on offer. We are happy to discuss and clarify any questions you may have regarding this information.

6. Discrimination

The RTO will not tolerate any unlawful discrimination or harassment by RTO staff of any job applicant, employee or client, based on their sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno- religion), homosexuality, disability or age, etc.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

7. Enrolment Process

We provide clear information on the qualifications/courses that we offer. This includes the training and learning outcomes, any required skills or knowledge, as well as any additional training pathways.

Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs. All information collected is kept confidential and subject to our Privacy Policy in this Code of Practice.

Before and during course enrolment, we provide students access to our student handbook as well as our Code of Conduct to ensure all students are aware and understand the information contained in both.

We will, at any time, welcome questions relating to this student handbook, our Code of Conduct and training/assessment requirements to ensure clarity.

8. External Review

The RTO agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

9. Fees & Charges

Information on fees, charges and refunds are clearly documented on our web site and information on refunds is provided in this student handbook.

10. Flexible Learning & Assessment procedures

Our training and assessment procedures are flexible and take into account of student needs. We will ensure:

- All required resources for the delivery of any course are in place and to the most current industry standards.
- Training and assessment will only be conducted by qualified staff.
- All training and assessment will be to the nationally set standard prescribed in the relevant.
- Training Package or accredited course material.

This means that training and assessment you receive with us is done in accordance of the national quality-training framework.

11. Language, Literacy & Numeracy (LLN)

The RTO is committed to ensuring accessibility to all prospective students for the training courses we provide.

We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs.

The RTO will make every effort to assess a prospective client/student's ability to carry out all the learning tasks and required assessments before enrolment. Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs. Please refer to our Language, Literacy and Numeracy Policy for further information.

12. Legislative Requirements

The RTO will meet all legislative requirements of State and Federal Government. In particular, the RTO will always fulfil its legislative and regulatory obligations in respect of:

- Work Health and Safety
- Anti-Discrimination, including Equal Opportunity, Racial Vilification and Disability Discrimination
- Workplace harassment (including sexual harassment), victimisation and bullying
- Privacy
- Vocational Education and Training, and Apprenticeships and Traineeships
- Copyright.

13. Management & Administration

The RTO has policies, procedures and management strategies, which ensure sound financial and administrative practices. Management guarantees the organization's sound financial position and safeguards student fees. Our refund policy is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

14. Marketing & Advertising

The RTO ensures any marketing of vocational education and training products are done so with integrity, accuracy and professionalism. We make every endeavour to avoid vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

15. Quality Management Focus

The RTO has a commitment to providing quality service and has a strong focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

16. Recognition of Prior Learning (RPL)

Recognition of prior learning assessment is available to all students. If you believe you have relevant skills and abilities that you have learnt in your past, please contact the relevant course trainer. They will discuss the evidence requirements you will need to provide, and support documentation as required.

17. Debt Collection - Non-Payment of agreed fees

In order to minimise risk to the RTO, outstanding debt is managed through a transparent debt collection process. If training and assessment has been provided (as per agreed enrolment terms) and the student (individual/s), or the organisation (client) that arranged for the enrolment of staff, has not been forthwith in paying the agreed amount, the RTO will engage a registered debt collector to recover the outstanding amount and any fees associated with this engagement will be added to the outstanding fees of the individual/s or client. The student's enrolment will also be suspended until payment is received.

18. Sanctions

The RTO will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligation of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

19. Staff Responsibilities

At the RTO, all staff have been inducted in their responsibilities regarding access and equity principles. Staff acts in accordance with the Code of Practice and all students are made aware of their rights and responsibilities. All students have the same access to courses offered irrespective of gender, culture, linguistic background, race, or disability.

20. Student Records

You have access to your own records at any time. This is provided within our learning management system. Alternatively, you can request this information via phone or email. Please refer to our Privacy Policy for more information.

21. Student Standards

Students are required to ensure all work they submit for assessment is their own work. Students must confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment.

To ensure all students receive equal opportunities and gain the maximum from their time with us, these rules apply to all enrolled students:

- You are required to maintain minimum standards of etiquette and courtesy during your online discussions with all stakeholders in your learning. These standards include but are not restricted to:
 - Use of appropriate language in all forms of communication
 - Copying work and breaching plagiarism standards

Consequences for inappropriate and discriminatory communication may result in your enrolment being terminated and a statement of attainment issued for any units completed to date.

Any person who has had their enrolment suspended or terminated has the right of appeal through our appeals process.

22. Training & Assessment standards

The RTO staff have the appropriate qualifications and experience to deliver the training and assess competence relevant to the training products offered.

23. Welfare & Guidance Services

We will endeavour to provide information and guidance to all students. This includes but is not limited to:

1. Learning pathways and possible RPL opportunities;
2. Provision for special learning needs including Language, Literacy and Numeracy.

RTO Policies and Commitments

1. Enrolment and Induction

The RTO is committed to ensuring that clear and transparent procedures and processes are defined and consistently implemented regarding client admissions; and the fair and equitable selection, enrolment and induction of clients into its courses and organisation.

The RTO will ensure that all prospective clients will have prior access to such comprehensive information to enable an informed decision to be made regarding application for participation in its training and assessment services.

Purpose:

The purpose of this policy is to ensure:

- The RTO develops, implements and maintains defined, transparent processes for enrolling and inducting clients into its courses.
- The RTO through all its staff and stakeholders adopts and implements an inclusive, non-discriminatory approach to all that it does in respect of potential and existing clients and learners in provision of training, assessment and support services.
- Equitable access for all learners and clients to quality training and assessment services, opportunities, activities and choices, and organisational facilities, equipment, resources and personnel.
- The RTO is at all times compliant with all provisions of Federal and State Anti-Discrimination and Equal Opportunity legislation and regulations.
- Prospective clients have prior access to such comprehensive information as will enable an informed decision to be made regarding potential application to the RTO for participation in its training and assessment services.
- The RTO provides information and access for client/s to provide and/or apply for Unique Student Identifier.

Procedures

i) Enrolment

While learners receive comprehensive information about the RTO at Induction, all applicants need to have access to such information prior to application (to enable informed decision-making regarding potential participation in training and assessment services with the RTO).

All prospective clients will be provided in advance copies of the Student Handbook. The RTO will not accept an application or enrolment from a prospective client until such time as it has been acknowledged that the applicant has received the information contained in the student handbook.

The RTO is responsible for arranging the communication of the enrolment outcome to the applicant:

- Successful applicants will receive written notification of enrolment with access to the RTOs Learning Management System.
- Unsuccessful applicants will receive a personalised letter from the RTO detailing and explaining the outcome, offering such further assistance as may be deemed appropriate in the circumstances.

During the enrolment process, the RTO is responsible for:

- Providing an Enrolment Form to collect Learner Enrolment Information, United Student Identifier and identify individual learning needs.
- Arranging the administration of Language, Literacy and Numeracy (LLN) assessment requested on enrolment forms.
- Arranging and conducting meetings for the identification and coordination of support services in response to learner needs (as identified on the enrolment form).
- Assisting clients with the completion of any Recognition of Prior Learning (RPL) or National Recognition applications.

It is the responsibility of the RTO to ensure that all enrolment process steps are completed prior to the client undertaking the program induction.

ii) Unique Student Identifier (USI)

If you undertake national recognised training in Australia, as of 1 January 2015, you will be required to have a Unique Student Identifier (USI).

This links to an online account that contains all your training records and results (transcript) that you have completed as of 1 January 2015 onwards. Your results from 2015 will be available in your USI account from 2016.

A student must provide their USI to their training provider before the person can receive a statement of attainment or qualification.

The USI is available online at no cost to the student. While students can apply for their own USI, we can also apply on behalf of students with the student's permission. Students are required to provide at least one suggested form of ID to create a USI. The following documents are acceptable forms of ID in the USI Registry system and can be verified through the Document Verification Service:

- Driver's Licence - issued in Australia
- Medicare card - current and issued in Australia
- Passport -Australian passport
- Birth Certificate - issued in Australia
- Certificate of Registration by Descent
- Citizenship Certificate
- Visa - the international passport number is required to link to the visa
- Immi Card - issued in Australia.

For more information, download the Student USI Information Factsheet at

<https://www.usi.gov.au/documents/students-and-usi-factsheet-students>

iii) Induction

Once a client has been completely and accurately enrolled, they are required to undertake an Induction program as negotiated and conducted on a one-on-one basis by their assigned RTO Trainer / Assessor.

The client induction will include (but is not limited to):

- Introduction to the RTO and its Learning Management System (LMS)
- The RTO policies, procedures and documents affecting learner participation in courses
- Nature and scope of the RTO training, assessment and client services, resources and support materials
- Further consultation of learner learning needs and individual learning support arrangements
- Processes to access records, including records of participation and completion.

The RTO Trainer/Assessor is responsible for recording induction notes, and processing any identified learning needs, which includes making arrangements for learning support as required.

2. Access and Equality

The RTO maintains an Access & Equity Policy. The purpose of which is to ensure:

- The RTO, through all its staff and stakeholders, adopts and implements an inclusive, non-discriminatory approach to all that it does in respect of potential and existing clients and students, including but not limited to recruitment, selection and provision of training, assessment and support services.
- Access and equity principles and practices are embedded in all the RTO processes that affect outcomes for clients and students.
- The RTO maximises the outcomes for all clients and students through its responsiveness to individual needs.
- Equitable access for all students and clients to quality training and assessment services, opportunities, activities and choices, and organisational facilities, equipment, resources and personnel.
- The RTO through its staff, identifies and is responsive at all times to the diverse needs of all stakeholders within the constraints of available resources.
- The RTO is at all times compliant with all provisions of Federal and State Anti-Discrimination and Equal Opportunity legislation and regulations.
- Access and equity principles are incorporated into the development and deployment of new the RTO products, services, policies, procedures, practices and/or systems.
- Unlawful discrimination does not exist, or is eliminated completed in all areas of the RTO operations, activities, environments and practices.
- That the protection afforded all individuals under the law is upheld in all that the RTO does, and that The RTO is in full compliance with all Federal and State anti-discrimination and equal opportunity legislation and regulations at all times.

This policy is underpinned by the following principles:

- i. All RTO training, assessment and client services will be provided within a values framework of equal opportunity, anti-discrimination and inclusiveness. This framework upholds that each and every individual has the right to full and equitable access to and participation in and/or provision of all the RTO services without regard to attribute.
- ii. Equity ensures fairness, openness and flexibility, achievable through practices that are free from bias and discrimination, and which provide individuals with the opportunity to access, participate in, and achieve outcomes from training.

Clients, who believe they have been treated unfairly, or in a manner inconsistent with the Access & Equity Policy, are encouraged to use the RTO's student complaints and appeals procedures to address their concerns. The RTO will promptly and thoroughly investigate all complaints in accordance with the procedures outlined in its Complaints and Appeals Policy.

3. Educational Support, Services and Welfare

In line with the provisions of its Client Services, Support and Welfare Policy, the RTO is committed to providing all clients and students with such support, advice, assistance and/or training and assessment service as befits their individual needs and maximises outcomes in all learning and development endeavours. Students and clients are encouraged to express their views and concerns about their learning and development needs (or perceived barriers to them) at all stages of their learning experience.

Contact Details for Services, Support & Welfare:

Email: admin@lettraining.com.au

To achieve the policy goal and to ensure quality delivery of training, assessment and client services, the RTO provides:

- **Assistance in application of Unique Student Identifier:** From 1 January 2015, all clients undertaking nationally recognised training delivered by an RTO must have a Unique Student Identifier (USI). Support services in this regard include:
 - Providing a link and USI Information Flyer for student to create his/her USI via <http://www.usi.gov.au>
 - Creating a USI on behalf of the student upon receipt of the authorisation form & required form of ID.
- **Client Vocational and/or Educational Counselling:** to improve and extend training and learning outcomes. While this can be done on a one-on-one basis with immediate, relevant trainers and/or assessors.

Additional support services in this regard include, but are not limited to:

- Education counselling, including information and advice regarding post-program courses and opportunities;
- Assistance with the RPL application process;
- Career counselling, including referral to external industry bodies and representatives who are able to provide advice and guidance as to career paths and opportunities.

- **Personal Counselling Support / Services:** are available to all clients and students and may take the form of advice or referral to other services. Personal counselling will at all time meet the expectations and standards of the RTO Code of Ethics, particularly as it relates to confidentiality of information. Personal counselling services include but are not limited to:
 - Grievance / Conflict resolution
 - Stress management
 - Access and equity issues
 - Client welfare and support.

- **Language, Literacy & Numeracy (LLN) Support:** Students requiring LLN support will be primarily identified at enrolment, although ongoing opportunity exists for access to advice and support services in respect of LLN skill levels. The provision of LLN support specifically is addressed in the RTO Language, Literacy & Numeracy Policy.

- **Technology support:** Learners requiring technology support will identified at course induction process, although ongoing opportunity exists for access to support services. The provision of technology support will have specified in assist the client in learning and assessment completions.

- **Professional Counselling Services:** For referral to or an appointment with a professional counsellor, clients are advised to contact the RTO for more information or assistance in making the necessary direct arrangements.

4. Refund Policy

As a student (participant) you pay an agreed fee upon commencement of a course in which you are enrolled.

i) Cancellation of the course or program by the RTO

Should the RTO cancel a course for any reason, students enrolled at the time the cancellation is announced, will be entitled to a full refund. This will incur no administrative charges or penalties. Students who have units that have already been assessed as competent will be issued a statement of attainment, and will have the cost of these units deducted from the refund.

ii) Withdrawal within 7 days from the date of course enrolment

If a student withdraws from a course within 7 days from the date of course enrolment, a full refund of the fees will be made. No administration fee will apply.

iii) Withdrawal after 7 days from the date of course enrolment

A refund will **NOT** apply if the student is considered to withdraw from the course after 7 days from the date of course enrolment.

iv) Withdrawal due to illness

In the case of a student withdrawing from a course or program due to illness or extreme hardship, the RTO may, at its discretion, allow an additional term to help the student to complete the course. A refund will but not apply if the student is withdrawal the course after 7 days from the date of course enrolment.

5. Recognition of Prior Learning

The RTO is committed to recognising the skills, knowledge and competencies of all students regardless of where and how these skills have been acquired. The RTO will therefore ensure that an individual's prior learning and/or current competencies achieved through formal (credentialed), non-formal or informal (non-credentialed) learning and/or training, work experience or other life experience is appropriately and duly recognised in the form of credits or exemptions from units or modules within a course or program of study.

Procedure

The RTO will adopt and deploy a five (5) step process to ensure that all students have fair and equal access to being granted recognition of prior learning or current competency. The RTO will afford this opportunity to enrolled clients on a no-cost basis.

i) Information Session

All enrolled students who apply for Recognition of Prior Learning (RPL) will be supported and facilitated through the process by the nominated assessor. All prospective RPL applicants must arrange an Information Session with the assessor.

The applicant will be provided with complete copies of templates for all specific Units of Competency for which RPL is sought.

ii) Evidence Gathering

The enrolled student must fully document a claim for RPL. This involves carefully and meticulously selecting and organising a **portfolio** of evidence. The applicant needs to complete and submit in a single volume:

- **RPL Application Form:** duly completed and signed
- **Unit of Competency RPL Documentary Evidence** (as applicable to the application)
- **Supporting Evidence:** Types of evidence that are appropriate and relevant to the RPL application.

iii) Application Submission

RPL Applicants are encouraged to arrange further Information Sessions for support from the nominated assessor/s at any stage throughout the evidence gathering process to ensure a complete and quality submission.

Once the portfolio of evidence is assembled and reviewed, it must be submitted by the applicant under cover of a completed and signed **RPL Application Form**. The applicant must sign the declaration on this form, confirming the authenticity of the work, materials and evidence submitted to the RTO.

All finalised RPL Applications should be submitted to the nominated Assessor in electronic format via the RTO's learning management system (LMS) or email. Prior to submission, it is the responsibility of the applicant to ensure that:

- It is clear which Units of Competency that RPL is being sought for
- It is clear which evidence relates to which Unit (including Elements of Competency and Performance Criteria, as applicable)
- The application and portfolio are clear, accurate and fully completed
- Evidence is arranged systematically.

If sufficient evidence has not been provided, the applicant will be advised of further requirements.

iv) Application Assessment

The Assessor will determine, through a thorough and systematic review of the evidence, whether the applicant has demonstrated achievement of the competency. The assessor will review the application in full, evaluating it against the respective elements and performance criteria of the relevant Unit(s) of Competency.

The applicant may be required to participate in a consultation session(s) with the Assessor to talk through and verify the materials submitted and further clarify the evidence provided. The Assessor will directly communicate with the applicant and arrange and conduct such a session at a mutually-agreed time(s).

In the event of there being insufficient evidence to make a judgment of competency, the applicant may be asked to submit further evidence, to undertake nominated assessment tasks, and/or demonstrate skills in the workplace or a simulated situation. The assessor(s) may wish to communicate with the applicant's manager or supervisor to validate competency.

Assessors will at all times assess the evidence supporting an RPL application in line with the standards of the RTO Assessment Policy, ensuring the assessment decision is made based on the application of the rules of evidence and principles of assessment.

In making an assessment decision, the Assessor will ensure that it:

- Is evidence-based, equitable and transparent.
- Recognises learning regardless of how, when and where it was acquired, provided that the learning is relevant and current and has a relationship to the learning outcomes of the qualification.
- Is academically defensible and takes into account the student's ability to successfully meet the learning outcomes of the qualification.
- Is decided in a timely way so that the student's access to qualifications is not unnecessarily inhibited.
- Allows for credit outcomes to be used to meet prerequisites or other specified requirements for entry into a program of study leading to a qualification or for the partial fulfilment of the requirements of a qualification.
- Is formally documented including any reasons for not giving credit or recognition.

RPL assessment processes and decisions will be moderated in line with the provisions of the RTO Assessment policy.

v) Notification of Assessment Determination

RPL Applicants will be notified in writing of the outcome of their application. The RTO will retain copies of all materials at all times on the student's file; the materials will be available for such future reference as is necessary.

All RPL applicants have the right to appeal the decision in respect of an RPL application in line with the procedures detailed in the RTO Complaints and Appeals Policy. Unsuccessful applicants will be advised of their rights to access this avenue of appeal at the time of notification of the determination.

6. Credit Transfer

The RTO will recognise Australian Qualifications Framework (AQF) and VET Qualifications and VET Statements of Attainment issued by any other Registered Training Organisation (RTO) within the scope of its registration.

Procedure

i) Application for Credit Transfer

Every client/student is entitled to apply at no additional charge for recognition of AQF and VET Qualifications and VET Statements of Attainment issued by another RTO in the course or qualification in which they are currently enrolled. To applying for Credit Transfer must provide the RTO with:

- Certified copies of the Qualification(s) or Statement(s) of Attainment (including a transcript of the unit of competencies achieved) which they are seeking to have recognized; and
- Evidence verifying the currency of competencies for which they are seeking recognition.

ii) Application Processing

Upon receipt from an enrolled student of the Credit Transfer Application Form and documentation to support a Credit Transfer application, the nominated assessor will review and validate the documentation for authenticity, completeness and compliance with AQF and VET Quality Framework (VQF) requirements:

- Credit Transfer will be granted if the application is satisfied.
- **If NOT satisfied**, the learner will be advised in writing that the application has been unsuccessful, detailing the reasons for non-approval.

A student who is aggrieved by the denial of the Credit Transfer application is able to have grievances addressed in line with the provisions of and process detailed in the Complaints and Appeals Policy.

7. Issuing AQF Certification

The RTO will issue Vocational Education and Training (VET) Qualifications or VET Statements of Attainment (as appropriate) to persons who it has assessed as competent in accordance with the requirements of the Training Package or VET Accredited Course within its scope of registration.

Procedure

i) Issue of Qualification

Within 20 working days of completion of a nationally recognised Training Package or VET Accredited Course qualification, the RTO will issue the successful learner with the relevant AQF or VET qualification. In order to ensure that all Qualifications are checked and verified prior to issue and distribution, the following procedure is applied:

- Completion of units of competency is progressively recorded and updated by administrative staff member on both the Student Records Database and the individual learner's file, as per the Competency Achievement Summary;
- Upon completion of a learner's program, the RTO reviews their file records. On satisfaction that all evidence is available verifying full completion of all units of competency comprising the Qualification enrolment, the RTO will complete the necessary **Authorisation to Issue Qualification/Statement Form** and proceed to generate the respective Qualification, with Record of Results detailed on the back of the testamur;
- The Qualification will be signed by the RTO CEO as authorised signatory;
- The RTO will forward the original qualification to the learner, with a copy retained on file. Details are recorded on the **Qualifications Register**, which record will be retained for a period of 30 years or such other timeframe mandated by the VET Quality Framework, the VET Regulator or other authorised body.

ii) Issue of Statement of Attainment

The RTO will issue a Statement of Attainment to provide evidence of partial completion of a qualification within 15 working days of successful completion of any unit of competency contained within a nationally recognised Training Package qualification.

Where applicable, the RTO will ensure that statements of attainment issued for accredited units governed by any government regulatory and/or quality assurance arrangements adhere to those arrangements.

In order to ensure that all Statements of Attainment are checked and verified prior to issue and distribution, the following procedure is applied:

- Completion of relevant unit(s) of competency is recorded and updated Student Records Database.
- On satisfaction that all evidence is available verifying full completion of all units of competency comprising the Qualification or course enrolment, the RTO proceed to generate the respective Statement.
- The Statement will be signed by the RTO CEO as authorised signator.
- The RTO will forward the original Statement of Attainment to the learner, with a copy retained on file. Details are recorded on the Statement of Attainment Register, which record will be

retained for a period of 30 years or such other timeframe mandated by the VET Quality Framework, the VET Regulator or other authorised body.

iii) Unique Student Identifier (USI) Required

The RTO will ensure the USI is received and verified from the learner prior to the certification insurance.

8. Complaints and Appeals

In line with the provisions of its Complaints and Appeals Policy, the RTO is committed to treating all client complaints and appeals seriously and with top priority, ensuring that all complaint and appeal processes are accessible, clear, transparent, confidential, constructive and fair to all parties.

Procedure

i) Complaints & Grievances

Any student or client, potential student or client, or third party may lodge a complaint or grievance with the RTO with the reasonable expectation that all matters and issues will be treated with integrity and privacy and handled systematically, objectively and appropriately. All complaint and grievance claim, and actions are free of charge.

a) Local Level Resolution

In the first instance, a complainant or aggrieved person should make best effort to immediately discuss or deal with the matter directly with the person(s) involved.

b) Formal Complaint Process

If unsatisfied with the local level response to a complaint or grievance or the time taken to resolve the matter, the complainant or aggrieved party may submit a formal complaint or grievance in writing to the RTO using the **Complaint / Grievance Form**. The RTO will deal with the complaint or grievance within a reasonable time, normally within ten (10) working days of receipt of the written complaint or grievance.

The RTO is responsible for:

- Fully understanding the nature of the complaint.
- Exploring all options and possible implications for resolving the issue with the complaint or aggrieved person.
- Avoiding any behaviour which might reasonably be interpreted as judgemental.
- Finding a solution and resolving the matter with the least amount of disruption for all parties.

When making a complaint or grievance claim, the claimant or aggrieved person has the right to:

- Be present and make a written presentation to any committee or delegation convened to hear the complaint or grievance.
- Be accompanied or assisted by a third party at any or each stage of the process, if so desired.
- Receive and respond to any documentation, as appropriate, that is submitted in connection with a complaint or grievance.

- Have a complaint or grievance dealt with and treated confidentially with details only disclosed with express permission.
- Be provided with reasons and a full explanation in writing for decisions and actions taken as part of the complaint or grievance process.
- Have records of all complaints and grievances kept and accessible to all parties for such timeframes as are stipulated by statute or regulation.
- Have records of all complaints and grievances kept strictly confidential and filed on a separate file (not being the student or client file) in a secure location for such timeframes as are stipulated by statute or regulation.
- Supervised access to records of a complaint or grievance and outcome.

Persons who are the subject of concern must know all allegations in relation to the complaint or grievance; they must be afforded all opportunity to put their case in response to the allegations on the basis that all parties to a complaint or grievance have the right to be heard. All relevant submissions and evidence must be considered; matters that are not relevant must not be taken into account. Any and all decisions will be based purely on evidence.

The RTO must ensure that resolutions and/or outcomes to complaints or grievances are:

- Communicated in writing to the complainant or aggrieved person and all other affected parties;
- Recorded, distributed and filed in the prescribed manner;
- Updated on the Complaints & Grievances Register;
- Actioned and closed-out in the timeframes specified or identified.

c) Possible Complaint Outcomes

Complaints and grievances may be heard on all aspects of RTO operations so there will many different potential resolutions, each offered on the merits of the case. Possible resolutions include, but are not limited to:

- Written undertaking or apology;
- Written agreements in regard to future behaviours or actions;
- Remedial action (e.g. improved practices; corrected records);
- Issue of new or amended policies, procedures or guidelines;
- Conciliation / mediation between the parties under the guidance of a mutually-accepted impartial third party (internal or external).

ii) **Appeals**

Appeals may arise from a number of sources including appeals against:

- Assessment decisions (including decisions regarding a Recognition of Prior Learning (RPL), National Recognition or Reassessment applications)
- Disciplinary actions
- Decisions arising from complaints or grievances.

The essential nature of an appeal is that it is a request by a student to reconsider a decision made by LET Training and Consultation Services. All appeals are free of charge.

a) Formal Appeal Process

If unsatisfied with the outcome of a complaint or grievance process, the complainant or aggrieved party may submit a formal appeal in writing to the RTO Chief Executive Officer (CEO) using the

Complaint / Grievance Appeal Form.

The RTO CEO will appoint an independent person or an independent panel to consider the appeal in light of the supporting evidence provided by both the appellant and respondent(s). Subject to the availability of and processes employed by the independent person or panel, the appellant must receive an appeal decision in writing within a reasonable time, ideally within twenty (20) working days from date of receipt of the Appeal Form by the RTO CEO.

The RTO CEO must ensure that appeal decisions and outcomes are:

- Communicated in writing to the appellant, respondent and all other affected parties.
- Recorded, distributed and filed.
- Updated on the Complaints & Grievances Register.
- Actioned and closed-out in the timeframes specified or identified.

9. Legislative Compliance

The RTO is committed to ensuring that legal compliance informs and underpins all aspects of its operations, including the performance of functions and/or acquittal of responsibilities and obligations by all stakeholders (including its staff and clients). The RTO will keep all stakeholders fully informed at all times of their legal obligations.

i) Anti-Discrimination

The RTO will always protect the rights of all individuals to work, train, study, learn and/or participate in an environment free of discrimination. It is committed to providing and maintaining an environment where all staff, students, clients and stakeholders are treated with fairly and equally regardless of attribute, and afforded equality of opportunity in all areas of employment, work, education and/or access to services and facilities.

ii) Anti-Bullying and Anti-Harassment

The RTO will always protect the rights of all individuals to work, train, study, learn and/or participate in an environment free of harassment (including sexual harassment), bullying and/or victimisation. It is committed to providing and maintaining an environment where all staff, students, clients and stakeholders are treated with respect and dignity, and not subjected to any form of harassment, bullying, threats, intimidation, victimisation and/or harsh and unreasonable behaviour.

iii) Work Health and Safety

The RTO is committed to ensuring the health, safety and welfare of its staff, clients, students and other affected stakeholders (including contractors and visitors) at all times. The RTO will ensure that all training and assessment activity, learning and work is undertaken in an environment that promotes the health, safety and wellbeing of the individual and protects all stakeholders from health and safety hazards and risks arising out of its activities.

To this end, the RTO, through its management, staff, clients, students and stakeholders will at times comply with the provisions of the:

- *Age Discrimination Act 2004 (Cth)*
- *Anti-Discrimination Act 1977 (NSW)*
- *Anti-Discrimination Regulation 2009 (NSW)*
- *Disability Discrimination Act 1992 (Cth)*
- *Disability Discrimination Regulations 1996 (Cth)*
- *Fair Work Act 2009 (Cth)*
- *Fair Work Regulations 2009 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Sex Discrimination Regulations 1984 (Cth)*
- *Work Health & Safety Act 2011 (NSW)*
- *Work Health and Safety Regulation 2011 (NSW).*

Responsibilities of enrolled students and clients

All enrolled students and clients must:

- Treat all individuals fairly and justly, with due recognition and respect for their talents, skills and attributes at all times.
- Ensure that their own conduct and behaviour does not condone or encourage unlawful or unacceptable behaviour (such as harassment, discrimination, bullying or victimisation) whatsoever.
- Actively participate and engage in all ongoing anti-discrimination, anti-harassment and anti-bullying awareness training and development as an integral component of their learning and development with the RTO.
- Take reasonable care for their own health and safety.
- Take reasonable care for the health and safety of others in the training, learning or assessment environment.
- Cooperate with the RTO and with all staff, students, clients and others in the training, learning or assessment environment(s) to ensure the health and safety of all stakeholders.
- Participate in work health and safety inductions and training programs.
- Wear and/or using all provided personal protective equipment and clothing in accordance with training and instruction specifications.
- Use and maintain machinery and equipment properly and safely.
- Not misuse, damage, refuse to use, or interfere with anything provided in the interests of work health and safety.
- Bring to the immediate attention of the RTO any infringements of rights.

iv) Privacy

The RTO is committed to protecting an individual's right to privacy. The RTO acknowledges, and takes seriously its responsibilities and obligations under the *Privacy Act 1988 (Cth)* and its associated Privacy Principles:

- *Privacy Act 1988 (Cth)*
- Privacy (Private Sector) Regulations 2001 (Cth)

The RTO is therefore committed to complying with these mandates and principles and ensuring the privacy of information of all students and clients (including prospective students and clients), staff and stakeholders at all times.

v) Collection of Information

In collecting information, the RTO will:

- Only collect information for lawful purposes related to its function;
- Only collect information that is necessary and by lawful means;
- Where possible only collect information that is provided by the individual to whom the information relates, collecting it in a way that is not personally intrusive;
- Where information is provided by another party, ensure that collection has been authorised by the individual concerned or by someone who is legally authorised to provide it on their behalf; and
- Notify the individual that information is being collected, either at the time of collection or as soon as practicable afterwards.

vi) Use and Management of Information

The RTO will manage information responsibly by:

- Taking reasonable steps to ensure that information held is relevant for the purpose for which it was collected, accurate, up-to-date and no misleading.
- Retaining information for no longer than is necessary, then disposing of it securely in accordance with methods approved by the RTO.
- Securely protecting it from loss or unauthorised access, use, disclosure or misuse, and from unauthorised modification.
- Taking reasonable steps to prevent its disclosure without authorisation.

a) Disclosure of Information

The RTO will only disclose information where:

- Its disclosure has been consented to in writing by the individual to whom it relates; or
- Its disclosure is required by law and requested in an authorised written form.

b) Client Access to Records

All students and clients including current clients and post-clients, have the right to obtain access to their information; to check it for accuracy, currency and completeness; and to make application for correction of it, as applicable.

To this end, a student or client is required to submit the request in writing to the RTO for action, such as apply for certification re-issuance or request of training records in progress and after completion.

vii) Vocational Education and Training:

As a Registered Training Organisation managed by the Australian Skills Quality Authority (ASQA), the RTO will at all times comply with the provisions of:

- *The National Vocational Education & Training Regulator Act 2011 (Cth)*

10. Disciplinary Policy

Policy Statement

The RTO is committed to nurturing and maintaining an educational and learning environment in all senses that supports and allows all stakeholders to engage in and enjoy (the use of) opportunities, services, resources, equipment and facilities with personal freedom in the maintained context of an orderly and non-disruptive environment. The RTO will therefore ensure that any risks to enjoyment of such an environment resulting from inappropriate behaviour or actions are promptly identified and managed. As such, acts of misconduct will be subject to disciplinary measures as deemed appropriate in the circumstances.

Purpose

The purpose of this policy is to ensure:

- All RTO stakeholders act honestly, conscientiously, professionally and reasonably at all times, mindful of their responsibilities, the interests of the Registered Training Organisation, and the welfare of all other stakeholders.
- The orderly conduct of affairs and operations of the Registered Training Organisation at all times.
- The ongoing preservation and maintenance of the professional and business reputation of the RTO and its products and services at all times.
- The RTO complies at all times with all aspects of Commonwealth and/or State legislation, regulations, standards and codes of practice (including the standards and requirements of the VET Quality Framework).

Procedures

i) Misconduct

'Misconduct' is defined as any behaviour that impairs the reasonable freedom of other persons to pursue their learning, assessment or other activities; that breaches the rules of the RTO; or that otherwise damages the resources, equipment, facilities and/or professional and business reputation of LET Training and Consultation Services.

Misconduct is a disciplinary offence. It includes, but is not limited to, behaviours, conduct or actions such as:

- Wilfully obstructing or disrupting any RTO meeting, activity, learning opportunity or assessment;
- Failing to comply with the reasonable instruction of a RTO staff member;
- Wilfully behaving in any manner that may be detrimental to the health, safety and well-being of the students, clients, staff, or other RTO stakeholders and interested parties of the RTO;
- Wilfully damaging or wrongfully dealing with any RTO property, resources or equipment, or the property, resources or equipment of any persons within premises under the control of the RTO;
- Cheating and plagiarism;
- Making a false, fraudulent or misleading representation as to a matter affecting student or client status;
- Breaching any rules relating to the conduct of assessment;
- Any indictable offence which impinges on the operations of the RTO;
- Using the RTO technology or communication facilities or resources in a manner which is illegal, or which will be detrimental to the rights or property of others.

ii) Consequences of Misconduct

Where behaviour, conduct or action is deemed misconduct (not being Serious or Gross Misconduct as determined by the RTO Chief Executive Officer (CEO), the following steps will be taken:

Step 1: In the first instance (a first offence); a Verbal Warning will be issued by the RTO at a witnessed meeting or communication session. A written record of this verbal warning will be documented in a **Disciplinary Notification Form** (as signed and dated or otherwise acknowledged by the RTO, student and witness).

Step 2: In the second instance (second offence) a Written Warning will be issued by the RTO at a witnessed meeting or communication session. The Written Warning will be documented in a **Disciplinary Notification Form** (as signed and dated or otherwise acknowledged by the RTO, student and witness).

Step 3: In the third instance (third offence), a Final Written Warning will be issued by the RTO at a witnessed meeting or communication session. The Final Written Warning will be documented in a **Disciplinary Notification Form** (as signed and dated or otherwise acknowledged by the RTO, student and witness).

Step 4: In the fourth instance (fourth offence); a Dismissal Notice will be issued by the RTO at a witnessed meeting or communication session. The Dismissal Notice will be documented in a **Disciplinary Notification Form** (as signed and dated or otherwise acknowledged by the RTO, student and witness).

Where behaviour, conduct or action is deemed gross or serious as determined by the RTO CEO or RTO, the following steps will be taken:

- The individual will be immediately suspended by the RTO pending investigation into the behaviour, conduct or action, and documented in file (as signed and dated or otherwise acknowledged by the RTO CEO, student and witness);
- The individual will be notified in writing of a meeting time with the RTO;
- The individual will be provided with a **Disciplinary Notification Form** detailing the reasons for the disciplinary, being afforded reasonable time and opportunity for response to the allegations;
- The individual will attend at the witnessed meeting at the appointed time;
- The individual will be advised of their rights in terms of grievance procedure in respect of the matter;
- The RTO will make a final decision in respect of the matter.

iii) Underlying Principles

The following principles underlie and are embedded into this policy:

- Matters of misconduct will be treated in a conciliatory manner. Individual circumstances, including extenuating circumstances or factors, that may affect or influence an individual's behaviour will be afforded due consideration.
- When dealing with misconduct, the emphasis is on timely and prompt resolution of matters.
- The RTO will take all reasonable attempts to assist individuals in difficulties.

- Confidentiality will be guaranteed at all stages of disciplinary counselling, discussion and communication in respect of the misconduct. The mandates of the Privacy Policy will be strictly adhered to at all times, and individuals' rights in this regard will be protected at all times.
- The RTO recognises that individuals have the right to access and instigate complaint or grievance claims in response to disciplinary actions in accordance with the provision of the Complaints and Appeals Policy.