Leichhardt Education and Training

Policy and Procedures

RTO32368

Student Information Manual

2024

Contents

1. Abbreviations

AQTF   Australian Quality Training Framework

AVETMISS   Australian Vocational Education and Training Management Information Statistical Authority

LEDT   Leichhardt Education and Training

RPL   Recognition of Prior Learning

RTO   Registered Training Organisation

VET   Vocational Education and Training

WELCOME TO LEICHHARDT EDUCATION AND TRAINING (LEDT)

2. Purpose of the Student Information Manual

This manual provides you with information you may need during your course of study. Please make sure you have ongoing access to this book as you may need to refer to it throughout your course. The manual is divided into sections –general information about Leichhardt Education and information that is specific to vocational training. It is important to know your rights as a student. A process of RPL (recognition of prior learning) can be applied to avoid duplication of learning and training. Appeals procedures exist for students who might disagree with competencies awarded. To ensure this Manual meets our systems for quality service, consider providing feedback to one of our trainers.

LEDT offers courses which relate to the application of environmental monitoring and contamination within the resource, infrastructure and construction sectors. The following table indicates the current offerings.

3. Leichhardt Education and Training Courses 2024

Certificate Name	Individual Micro-credentials
MSL20122 - Certificate II in Sampling and Measurement (Environmental Sampling)	Responding to site based spills
MSL30122 - Certificate III in Laboratory Skills (Specialising in environmental monitoring)	

Your trainer will issue individual learning and assessment plans informing you of the requirements of each course.

This manual is available electronically at www.ledt.com.au . Hard copies are located with your trainer, the Office Manager and with the Business Owners. Students may peruse a hard copy on request.

4. Code of Practice

4.1. Legislative Requirements

As a Registered Training Organisation (RTO), LEDT has agreed to operate within the ASQA Standards for RTOs 2015.

LEDT will meet all legislative requirements of State and Federal Government, in particular:

Commonwealth Legislation
- Copyright ACT 1968
- National Privacy Principles as set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000.
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015

Queensland Legislation
- Commission for Children and Young People Act 2000
- Disability Services Act 2006
- Anti-discrimination Act 1991
- Work Health and Safety Act 2011

4.2.   Access and Equity

All students will be informed of the requirements of a particular course. LEDT's Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on the requirements of the qualification and the skills/experience of the student.

4.3.   Quality Management Focus

LEDT has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and industry representatives for incorporation into future programs. Student and industry surveys are used to gather information.

4.4.   Client Service

We have sound management practices to ensure effective service to students. In particular we have service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity policy and student welfare and guidance services.

We will take every opportunity to ensure that this information is disseminated, understood and valued by staff and students.

Information relating to all fees and charges, course content, assessment procedures and vocational outcomes will be outlined prior to enrolment.

4.5.   Internal Review

At LEDT, internal reviews are conducted when course reports are tabled. Meetings are held with representatives from the relevant industry areas (when required), trainers and administration. Reports are tabled and feedback documented in accord with registration requirements. The internal review process assists in the development of quality training and assessment. Validations are conducted annually.

4.6.   External Review

LEDT has agreed to participate in any external monitoring and audit processes required by the registering authority. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

4.7.   Management and Administration

LEDT has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. LEDT has adequate insurance policies.

4.8.   Marketing and Advertising

LEDT markets education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

4.9.   Training and Assessment Standards

LEDT has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. All trainers have undergone security and police checks. Adequate facilities, equipment and training materials are utilised to ensure the learning environment is conducive to the success of students.

5. What is Competency-Based Training?

Each qualification contains units of competency based on Competency Based Training, meaning it measures your ability to perform a specific task to a precise standard under specific conditions. These standards and conditions have been set by industry and are outlined in a variety of Australian Standards relating to environmental monitoring and working within the resource, infrastructure and construction sectors.

6. How do the Courses Run?

6.1.   Overview

Each course will contain a variety of learning activities giving you the opportunity to progress according to your individual learning style. Some of the courses are self-paced with online components which give you the flexibility to study from home. Other components are delivered on site and face to face. LEDT is committed to supporting you to reach your training goals.

6.2.   Assessment Methods

Trainers will maintain records for each student group, including observation sheets and student workbooks. Upon completion of the program of study; competencies will be awarded, based on student performance and the principles of assessment.

Competency will be recognised once the trainer is satisfied that a student has demonstrated the necessary skills. Students may also receive recognition if they apply for and meet the requirements for Recognition of Prior Learning (RPL). We invite all students to give us feedback on our assessment to ensure continuous improvement of our training products.

6.3.   Review Process

LEDT conducts regular reviews of training. For this process students will be asked to provide feedback on the completion of courses.

7. RPL (Recognition of Prior Learning)

All students will have access to Recognition of Prior Learning (RPL).

Trainers will inform students of the following procedure:

- Information to the students will be in forms of the following; handbooks, intranet files, marketing material or flyers and handouts.
- Students will be informed of the RPL application form (see attached)
- Information will be provided about the types of evidence that can be used to support the application

Some examples of evidence of compliance that could be filed in the relevant RTO Evidence guide are:

- Records of interviews with students that establish whether the student has special needs regarding assessment
- Assessment processes that comply with advice in the relevant Training Package/accredited course, including self-assessment materials, workplace activities to promote the collection of evidence
- Records of students outcomes from assessment processes
- Records of RPL assessments
- Copies of advice informing them of the outcome
- Diary notes
- Diary meetings
- Logs to indicate workplace visits by an assessor
- Register of agreements between the workplace and the RTO indicating how assessment will be conducted
- Trainee log books
- Feedback logs

8. Recognition Procedures for Vocational Education

LEDT will recognise all qualifications issued by another RTO. Leichhardt Education and Training will seek verification of the certification from the relevant RTO where there is some ambiguity.

Procedure:

- In the first lesson of the course, the trainer shall make students aware that LEDT will recognise any existing qualification they possess. A copy of the information can be found in this manual.
- If a student presents a qualification to the trainer, the trainer will take a copy and bring it to the attention of the Business Manager.
- The Business Manager will verify the authenticity of the qualification. The verified copy of the qualification is placed in the student's file.
- Once the qualification is verified, the trainer will give the student exemption for the units of competency or modules identified in the qualification and update the student's records to reflect this information.

9. Grievance Procedures

In undertaking training, there may be occasions where the need arises to question the procedures involved in awarding a unit of competency or in recognising the RPL process. Students should follow the following process.

Any person wishing to make a complaint against LEDT concerning its conduct as an RTO, whether a grievance, appeal or other matter such as RPL application or assessment or quality of instruction given throughout the course, shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint. The Business Owner (Finance) will keep a Register of Complaints which documents all formal complaints and their resolution.

Procedure

Informal Complaints

- Complaints can be made direct to the trainer. The trainer will try to resolve the issue to the satisfaction of the student if possible.
- If the situation involves students still enrolled in secondary school, they may talk to the liaison teacher from the school
- Should the student be dissatisfied with the outcome of the complaint to the trainer then they may complain to one of the Business Owners, who will make a decision and record the outcome of the complaint in Register of complaints.
- Should the student be dissatisfied with the outcome of the complaint to one of the Business Owners the student may initiate a formal complaint.

Formal Complaint

- A Formal Complaint is lodged with one of the business owners of Leichhardt who will convene a panel. This panel will be independent and shall have not had any involvement with the complainant. (Should a formal complaint be raised by a student still at school, the panel will include the liaison teacher from that school)
- The complainant shall be given the opportunity to present his/her case to the panel and may be accompanied by one other person as support.
- The relevant staff member shall be given an opportunity to present his/her case to the panel and may be accompanied by one other person for support.
- The panel will make a decision on the complaint.
- All parties will be notified in writing of the decision within 5 working days stating reasons for the decision.
- Information may also be provided to the student about what is necessary to fulfil the requirements of the course.
- Should Leichhardt Education need more than 60 calendar days to process and finalise the complaint or appeal, then the Panel Chairperson will:
  - informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required
  - regularly updates the complainant or appellant on the progress of the matter.
- Should the student not be satisfied with the decision of the panel they may make a formal complaint to ASQA on 1300 701 801.

10.   Assessment Policy

10.1. Overview

LEDT utilises a system of continuous holistic assessment.

Assessment is an integral part of our training programs. Its nature varies from course to course. Assessment can take the form of assignments, projects, oral presentations, examinations, experiments, practical demonstrations and onsite performance.

10.2. Policy

Assessment is taken to mean any task or item that allows students to develop and display their knowledge, skills and abilities.

10.3. Absences

If a student is absent on the day of assessment or submission deadline the following procedure applies.

- The student is to contact their trainer to explain their inability to meet the assessment conditions.
- Students must be assessed before competencies can be awarded.

10.4. Extensions

Students seeking an extension must apply to the relevant trainer

10.5. Plagiarism

Plagiarism occurs when a task has been copied from someone else, taken directly from a source without referencing or when outside assistance has significantly altered a student's work to the extent it is no longer original. Where plagiarism is proven the student will be assessed on in-class work done during the course of the unit.

10.6. Disputes and Appeals

Students should follow the Complaints Policy.

10.7. Incomplete Course Requirements

It is a requirement for all students that they satisfy course requirements in each subject by completing assessment tasks in accordance with the Assessment Policy. A student's failure to meet course requirements may result in the loss of credit for a competency or course.

11.   Expectations

Students can expect that the trainer will:

- Provide all details as requested for the Staffing Matrix, including the updating of a Staff Profile.
- Document and maintain the Learning and Assessment Strategy pertaining to the qualification delivered by that trainer.
- Maintain minimum professional development and current industry experience required to be a registered trainer.
- Maintain records of any informal complaints made and record the outcome of the complaint in the Register of Complaints held by the Office Manager.
- Ensure the currency of all materials in relation to the delivery of Training Packages.

- Ensure that training delivery and assessment is competency based.
- Ensure all clients are offered RPL.
- Ensure that relevant legislation is implemented eg. Workplace Health and Safety, anti-discrimination; access and equity.
- Provide all materials for the Evidence Guide to the Office Manager including: class rolls, assessment instruments, solutions and marking schemes, student observation sheets, units of competency.
- Provide opportunity for negotiation, self-assessed work, varied learning/assessment, equity.
- Maintain accurate student records.
- Provide clear instruction, support and opportunity for feedback.
- Ensure assessment is delivered in accordance with the Learning and Assessment Strategy for the relevant qualification.

LEDT can expect that the student will:

- Allow others to learn
- Be on time to class and LEDT activities
- Complete work to the best of their ability
- Bring the mandated equipment e.g. safety boots, white cards
- Keep their belongings safe, as well as those of others
- Follow instructions and safety directions especially in practical lessons
- Be polite to others
- Use acceptable language
- Know what and when work is to be submitted
- Take responsibility for own learning
- Ask when something is not clear

12. Fees

All students will pay total course fees and other charges prior to commencement of a course of study provided this amount does not exceed $1500. In the event of costs being in excess of this amount, the balance will be split evenly across the months of training and students will be invoiced accordingly.

- Students who pay fees for courses will be issued with detailed receipts.
- The Business Owner (Finance) will be responsible for ensuring that those fees are accounted for in a manner approved by the Registering Authority.

13. Refund Policy

Fees and other charges are listed in information issued upon enrolment. Refunds as per the following schedule will be available to students exiting a course before its completion.

Regarding qualification courses, the refund of any monies is calculated pro-rata, based on completed competencies.

Students applying for a refund should complete the Request for Refund, included in this manual, outlining reasons for exiting the course.

Fees and charges for additional services are payable upon request. They include such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent at the completion of courses.

14.   Refund Application Form

Family Name:	
Given Name:	
Preferred Name:	
Phone:	
Address:	
Passport No:	
Drivers Licence:	
Student No:	

Gender:	
Date of Birth:	
Occupation:	
Employer:	
Employer Phone No:	
Employer Fax:	

Enrolled Course

Course Code:	
Start Date:	

Reason for Refund Request

Please state the reasons for the refund request. (Attach evidence as required e.g. Medical Certificate, letter from employer)

Bank Details

Bank:	
BSB:	
Account No:	
Account Name:	

Applicant Signature:	

Please note:

Refunds will be given on a prorate basis.

- **Short Course: Students are only eligible for refunds on modules not yet started.**
- **Qualifications: Students are only eligible for refunds on terms not yet started.**

Administration Only

Approval Date:	
Amount:	
Approved by:	

15.   Student Manual Acknowledgement Form

Student Name: …………………………………………………

Course: (Courses/modules you are studying)	

Student to answer questions, by ticking the appropriate box	Yes	No
I have read the Student Information Manual	☐	☐
I have received copies of the learning and assessment plan	☐	☐
I am aware of the recognition process I may apply for i.e. RPL	☐	☐
The purpose and consequences of assessment has been explained	☐	☐
I understand what will be required as evidence to meet competency	☐	☐
My rights and the appeal system have been fully explained	☐	☐
I have advised my trainer/assessor of any special needs	☐	☐
If I have any difficulty in this course I will contact the trainer	☐	☐

Student's signature: …………………………………….Date: ……………..…..