



# **Student Handbook**

# **Limestone Coast Training**

## **Handbook Disclaimer**

This Student Handbook contains information that is correct at the time of production. Changes to legislation and/or Limestone Coast Training policy may impact on the currency of information included. Limestone Coast Training reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Limestone Coast Training.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Limestone Coast Training. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

**Limestone Coast Training**

**73 Smith Street**

**Naracoorte, South Australia 5271**

**Phone: 08 8762 0016**

**Email: [admin@limestonecoasttraining.org.au](mailto:admin@limestonecoasttraining.org.au)**

## **Important Details**

Head Office: **Limestone Coast Training**

**RTO Code: 40376**

**73 Smith Street (PO Box 1240), Naracoorte SA 5271**

**T 08 8762 0016**

**E [admin@limestonecoasttraining.org.au](mailto:admin@limestonecoasttraining.org.au)**

**W [www.limestonecoasttraining.org.au](http://www.limestonecoasttraining.org.au)**

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# Welcome

Congratulations on your choice to undertake your training with Limestone Coast Training.

We have been delivering training across the Limestone Coast since 2010. Our goal is to deliver relevant industry specific training to ensure our students receive the required theory and workplace knowledge to enter the workforce in their chosen field.

## About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Early Childhood Education and Care
- Individual Support (Ageing, Disability and Home and Community Support)
- Business

In Australia, only Registered Training Organisations are able to issue nationally recognised qualifications as per the Australian Qualifications Framework (AQF). Our RTO approved provider code is 40376.

We have offices in both Naracoorte and Mount Gambier and courses are delivered by appropriately qualified and experienced trainers and through a variety of different methods. We offer training sessions via:

- Classroom based training
- eLearning
- Face-to-face support
- Workplace visits
- A combination of the above

As an RTO, Limestone Coast Training have a responsibility to students to provide quality training and assessment and comply with the Standards for RTOs 2015. RTOS are subject to regular inspections and audits by registration authorities to ensure the maintenance of standards for training conducted is compliant with the Australian Quality Training Framework. The registering authority for Limestone Coast Training is 'South Australian Training and Skills Commission' and may be contacted on 08 8226 3462.

## Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Please feel free to contact us with any query you may have regarding your learning experience with Limestone Coast Training.

Naracoorte Office:

73 Smith Street, Naracoorte, South Australia 5271

Mount Gambier Office:

9 Wattle Street, Mount Gambier, South Australia 5290

## Legislation

As an RTO, Limestone Coast Training is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*
- *Criminal Code Act 1995*
- *Crimes Act 1914*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Disability Discrimination Act 1992*
- *Age discrimination Act 2004*
- *Fair Work Act 2009*
- *Competition and Compensation Act 1999*
- *Safety, Rehabilitation and Compensation Act 1988*
- *Work Health and Safety Act 2011*
- *Environment, Protection and Biodiversity Conservation Act 1999*
- *Privacy Act 1988*
- *Copyright Act 1968*

Additionally, Limestone Coast Training abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Apprenticeships and Traineeships*
- *Children and Young People*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Student Identifiers*
- *Taxation*

Limestone Coast Training is dedicated to following the requirements in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the authorised Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

## Code of Practice

As a responsible member of the VET community, Limestone Coast Training follows a Code of Practice which outlines how you can expect the organisation and our staff to behave.

Similarly, Limestone Coast Training has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Limestone Coast Training's Code of Practice states that:

Limestone Coast Training undertakes to provide high quality training and to uphold the highest ethical standards.

To ensure your rights as a consumer are protected and you receive the services detailed in your training agreement;

- Our marketing and advertising to prospective clients is ethical and accurate.
- You will be informed before you enrol of all the costs and charges that will be incurred throughout your course.
- Our refund policies are fair and are documented and are provided to each client prior to enrolment. Limestone Coast Training applies sound and accountable financial procedures within its day to day practices, but in the event that we are not able to fulfil our obligations, we have measures in place to ensure that you will either receive the service from another training provider or a refund.
- We will ensure that your academic, financial and any other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness and we will promptly provide copies of all qualifications and statements of attainments.

To ensure Limestone Coast Training adheres to the principles of access and equity, meets our legal obligations and maximises outcomes for each client;

- We are committed to the principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on you are to protect your own health, safety and welfare and to ensure as far as possible that your learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures make sure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will always deal fairly and constructively with your concerns and complaints about our services.

To ensure that you can be confident that the qualifications issued by the Limestone Coast Training are recognised by industry;

- We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.
- Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs.

- Where your training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments.
- Our teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

To assure the quality of training and assessment provided across all of Limestone Coast Training operations;

- We are committed to our Continuous Improvement Process and the services we offer and will seek feedback from you about the services you have received throughout your training.
- Our organisation is a Registered Training Organisation (RTO) that is authorised under legislation to offer nationally recognised training. Our operations at all times comply with relevant legislation and the national registration standards.

We recognise that you may have skills and knowledge that are relevant to your course outcomes. Prior to the commencement of training;

- We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- If you have completed relevant units of competency with another RTO you can apply for the units to be transferred as a Credit Transfer towards the completion of your qualification.
- We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.

Limestone Coast Training is committed to ensuring the quality of vocational education and training programs offered meet your needs and are in accordance with:

- Australian Skills Quality Authority (ASQA)
- Australian Quality Training Framework (AQTF) National Standards for Registered Training Organisation
- Commonwealth/State legislation and regulatory requirements.

As an RTO Limestone Coast Training is subject to regular checks and audits by registration authorities to ensure the maintenance of standards for training conducted under the Australian Quality Training Framework. The registering authority for Limestone Coast Work Options is Australian Skills Quality Authority (ASQA) and may be accessed on <http://www.asqa.gov.au>

## **Other Policies and Procedures**

The following Policies and Procedures also underpin Limestone Coast Training's operations:

- Access and Equity Policy
- Attendance and Absenteeism Policy
- Cancellation and Refund Policy
- Suggestions, Complaints and Appeals Policy and Procedure
- Code of Ethics
- Recognition Prior Learning (RPL) Policy
- Credit Transfer Policy
- Smoking, Alcohol and Other Drugs Policy

Please feel free to contact us for more information.



# Privacy

Limestone Coast Training strongly supports the privacy and confidentiality of all of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission unless we are required to do so by law.

## Privacy Notice

Under the *Data Provision Requirements 2020*, Limestone Coast Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide your personal information, we are unable to enrol you as a student.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### **How NCVER and other bodies handle your personal information**

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation

- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Contact information**

At any time, you may contact Limestone Coast Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

See Appendix A - Limestone Coast Training Privacy Policy.

### **Access to Your Records**

If you wish to access your student information file, please direct your enquiry to the Enrolment Officer on 8762 0016.

## **Enrolment**

The enrolment application process may vary depending on the type of training you wish to study and funding arrangements.

If successful, completed enrolment forms, USI information, Participant Fee or payment plan initiation email, and first agreed payment must be received before the enrolment is processed.

If you require further explanation pertaining to the disability section of enrolment, please refer to Appendix B – Disability Supplement.

## **Enrolment Dates**

Limestone Coast Training operates on a system of rolling intake dates throughout the year.

## **Enrolment Period**

At the time of enrolment into a qualification or skill set with Limestone Coast Training you completed a Training Plan which includes the enrolment start and end date.

Your enrolment period will be set as follows:

- Skill Set: 6 months
- Certificate III: 12 months\* (or contract of training duration for traineeship program)
- Certificate IV to Diploma: 24 months\* (or contract of training duration for traineeship program)

On completion of your enrolment into a short course with Limestone Coast Training you will receive a booking confirmation which includes date/s you are enrolled to participate in the short course. Your enrolment period will be set as follows:

- Short courses: No longer than 6 months

\*Unless otherwise directed by State or Commonwealth Subsidised program guidelines, or agreed alternative arrangements are made at the time of enrolment.

It is important that you contact your trainer or LCT main office if you are impacted by unforeseen circumstances which are impeding on your ability to complete training within the enrolment period.

Depending on your enrolment and personal circumstances we may be able to offer a deferral or extension of up to six months to your enrolment period.

Your participant fees / course fees paid are for the enrolment into the chosen qualification or course for the initial enrolment period only. If you don't complete your qualification or course within the initial enrolment period, you may be required to re-enrol and pay the scheduled re-enrolment fee.

If your training is subsidised and you exceed the set enrolment period, it may result in you losing your subsidy for the outstanding units.

## **Entry Requirements**

Please contact Limestone Coast Training to confirm any pre-requisites that are required for entry into the course or qualification in which you are interested. Pre-requisites may relate to things such as:

- Workplace experience.
- Previous completion of another qualification that is specified as a pre-requisite for a course.
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and for effective performance in the workplace in the specific job-role.

- Access to a relevant workplace and job-role where the required competencies can be learned and practiced.
- Access to a computer with appropriate software capacity and an internet connection capable of downloading course materials.
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

## **Unique Student Identifier (USI)**

A USI is required by all Australians undertaking nationally recognised training. This system was implemented by the Australian Government in 2015 and will show student achievements from 1 January 2015 onwards. It allows students to link to a secure online record of all qualifications gained regardless of the provider.

As an RTO, Limestone Coast Training cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information and instructions on how to apply. Contact Limestone Coast Training for further assistance.

## **Enrolment Phases**

Prior to enrolment in a qualification, Limestone Coast Training will provide in print or through an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking appropriate training.

If the potential learner wishes to proceed, they will be invited to attend a student information session.

If the potential student wishes to proceed after attending the information session, a pre-training review will then need to be completed. This includes the following:

- Supervised Core Skills Profile Assessment
- Trainer Interview

If unsuccessful, the Limestone Coast Training Enrolment Officer will make contact by phone or issue a letter of non-acceptance.

Concessions may be available for WorkReady funded training. To claim a concession, you must show the relevant concession card and state your Centrelink customer reference number and the expiry date on your card. If you do not have a concession card and wish to assess your eligibility, please contact the Department of Human Services (Centrelink) to determine your eligibility. (<https://www.humanservices.gov.au>)

## Access and Equity

Limestone Coast Training will work to meet the needs of the community, individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to training services. Limestone Coast Training prohibits discrimination based on factors including:

- Gender
- Age
- Marital or partnership status
- Sexual orientation
- Race, nationally or ethnic origin
- Social origin
- Religious conviction or dress
- Criminal record
- Spouse or partner's identity
- Pregnancy
- Potential pregnancy
- Breastfeeding
- Intersex status
- Political conviction
- Disability or impairment
- Trade union activity

Limestone Coast Training will work to ensure you have the right resources available to allow you to successfully complete your course requirements.

It is the responsibility of all staff at Limestone Coast Training to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 08 8762 0016.

## Other Support Services

Limestone Coast Training is at all times concerned for your welfare. If you are experiencing difficulties and/or require personal support or referral to other outside agencies, there are a number of professional organisations well equipped to offer services to help. Included are but not limited to:

Lifeline	13 11 14 or <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Beyond Blue	1300 22 4636 or <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Salvation Army	13 SALVOS (13 72 58) or <a href="http://www.salvos.org.au">www.salvos.org.au</a>
Alcohol and Drug Information	1300 131 340 or <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>
Mental Health Service	13 14 65
Coronavirus National Information Helpline	1800 020 080
Domestic Violence Crisis Line	1800 800 098
1800 RESPECT (domestic violence)	1800 737 732
Kids Helpline (5yo-25yo mental health/support)	1800 551 800
Mensline	1300 789 978
Parent Helpline	1300 343 100
Regional Access (free online/phone counselling)	1300 032 186
Homelessness Gateway	1800 003 308

If you require any additional information, please do not hesitate to contact Limestone Coast Training.

# Qualification Terms and Conditions

## Fees

A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Any credits that may be applied through credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or a third party (such as employer, school etc.), if you will be studying under a Training Contract or any funding arrangement that may be relevant. All fees are published on our website and are subject to change. Please contact Limestone Coast Training if you have any questions related to course fees.

Enrolments in subsidised training may have potential implications for accessing further training subsidies.

## Replacement of Training Materials

Limestone Coast Training will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 08 8762 0016 if replacement materials are required.

## Re-issue of Transcripts

An administration fee of \$50.00 (plus postage and handling) applies for Limestone Coast Training to re-issue a copy of your Parchment.

## Payment Options

Payment of course fees can be made to Limestone Coast Training via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash
- Payment Plan (Qualification enrolments)

Fees must be paid by the due date agreed. This will be clearly discussed prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and debt recovery. Limestone Coast Training will not issue qualifications or statement of attainments until all agreed fees owed are paid. If you have trouble paying your fees, please contact us on 08 87 620016 to discuss your options.

## Failure to Make Payment

If payments are not made in accordance with the agreed terms, Limestone Coast Training may find it necessary to suspend training until payment is received. Failure to meet payment

obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Limestone Coast Training as early as possible to discuss options.

## **Refunds**

Should you need to withdraw from training for any reason, a full or partial refund may be applicable. Conditions under which a refund may be provided include:

- the provider cancels a class before it commences (full refund given).
- you choose not to commence study and apply for a refund before the class(es) commence.
- you suffer an illness/injury preventing the commencing of a class (medical certificate required).
- exceptional circumstances prevent you starting or completing the class (correspondence detailing circumstances is required).

If you wish to request a refund, you must apply in writing to [admin@limestonecoasttraining.org.au](mailto:admin@limestonecoasttraining.org.au). All refunds will be made directly to the payee and will be mailed to the payee's address as shown on the enrolment form.

Please contact Limestone Coast Training on 08 8762 0016 to discuss your individual circumstances.

## **Leave from Enrolment**

If you wish to take leave from enrolment in a qualification for a period of up to 6 months an application must be completed.

## **Qualification Withdrawal**

- If you wish to withdraw from a qualification, you must advise in writing and/or complete a Limestone Coast Training, 'Withdrawal Form' of your decision within 14 days.
- The withdrawal of a student may be initiated by Limestone Coast Training.

## **Withdrawal Prior to Commencement of Qualification**

- If you withdraw from a qualification prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made. Administration or Participant Fees will not be refunded because Limestone Coast Training will have already expended resources associated with setting up student records and providing materials.

## **Withdrawal After Commencement of Qualification**

- If the qualification has already commenced, a pro-rata refund may be calculated for the units of study not already started.
- Participant, Administration or Student Fees will not be refunded.

## **Withdrawal Due to Illness or Hardship**

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Participant, Administration or Student Fees will not be refunded
- Any refund will be at the discretion of Limestone Coast Training

## **Cancellation of Qualification by Limestone Coast Training**

In the event that a qualification is cancelled by Limestone Coast Training for any reason, if you are enrolled at the time of the cancellation announcement you will have your fees fully refunded.

## **Short Course Terms and Conditions**

### **Payment**

- For individuals, the course fee is payable at the time of enrolment. You are not booked into the short course until payment is received.

### **Transfers**

- You may transfer to another available course at no cost, provided you make a request at least five business days before the course starts. An administration fee of 10% of the course fee will apply if a request is made after that time, but before the course commences.
- We will not accept any changes in enrolments, including transfer, within 24 hours of the course commencement.
- If you are unable to attend the course you are enrolled in, another person may attend the course in your place for the entire course at no extra charge, provided that;
  - you let us know in writing at least 48 hours before the course commences; and
  - an enrolment form is completed by the new attendee; and
  - you and that person respectively agree to any terms and conditions which may apply in this case e.g. Prior online learning required.

### **Cancellations**

- You may cancel your course booking provided you make a request at least 14 business days before the course commences. Limestone Coast Training requests that you forward a refund request to us in writing. Refunds will only be credited to the original funding source or via other means as agreed by Limestone Coast Training. An administration fee of 50% of the course fee will apply if a request is made after that time but within 5 days before the course commencement.
- There will be no refunds within 48 hours of the course commencement.

### **General**

- If you fail to complete the required online learning component prior to your scheduled course date you will not receive a refund or be eligible to transfer to another course.



- We may change the course details or cancel the course including those with insufficient enrolments or because of circumstances beyond our reasonable control. A refund or alternative courses will be offered to you in these circumstances.
- Our Privacy Policy outlines information relating to the collection and handling of your personal information by us.
- Nothing in these Terms and Conditions will affect your statutory rights and nothing in these Terms and Conditions will limit or exclude our liability for death or personal injury arising through negligence.
- Once deemed 'Competent' you will receive a Statement of Attainment or Statement of Attendance with 30 calendar days.

## **Training Information**

After enrolment, you will be given access to training materials by eLearning or in hard copy. Textbooks may be required at your own expense depending on the qualification. You will need to supply your own stationery materials.

You will be given an outline for your training schedules which may be:

- Workplace visits
- Classroom based sessions
- eLearning
- A combination of the above

## **Duration**

How long your training will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration.

The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

## **Volume of Learning**

Volume of Learning statements provide an indication of the amount of time it is expected that you would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held. The listed time frames account for all activities you would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing you to demonstrate your ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry. CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

## How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge...or not yet.

Assessment is specifically conducted to determine if you can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether you have the required skills and knowledge to perform effectively in the workplace. If your performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means you are marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements' include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Limestone Coast Training has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

## **Training and Assessment Strategies**

Limestone Coast Training staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses they deliver. Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Credit Transfer (CT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

## **Flexible Learning and Assessment**

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

## **Apprenticeships and Traineeships**

Limestone Coast Training gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

## **Work Placement**

In the case where your qualification has a requirement for work placement, a Vocational Placement Agreement between you, your host and Limestone Coast Training will be executed. Depending on the qualification requirements, Work Placement Tasks or Workplace Observation Assessments will need to be completed while on Work Placement. Work Placement hours are stipulated according to the qualification. This will be discussed in more detail at Enrolment.

## **Recognition Processes**

Limestone Coast Training offers assessment processes that enable recognition of competencies currently held. These are detailed below:

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work.
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency.
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past.
- Valid – it must be relevant to what is being assessed.

You may be eligible to apply for RPL on one or more Units of Competency in your qualification. Please contact your Trainer or Limestone Coast Training to discuss your options.

## **Credit Transfer**

Limestone Coast Training recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit Transfers may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a Credit Transfer you will need to supply the information regarding the certificate you received. You can apply to the USI website ([www.usi.gov.au](http://www.usi.gov.au)) to have a record of your qualifications issued or you can produce either the original or a certified copy your documentation to the Enrolment Officer at Limestone Coast Training. For full details on the requirements for credit transfer applications, please phone Limestone Coast Training on 08 8762 0016.

## **Foundation Skills**

All training and assessment delivered by Limestone Coast Training contains Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

## **Assessment Information**

### **Submitting Assessments**

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

### **Resubmissions**

If you receive feedback to say you need to re-submit, this may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Limestone Coast Training does not charge a fee for resubmission of assessments.

### **Not Yet Competent**

This means, you have attempted all of the requirements for assessment and have been deemed 'Not Yet Competent'. You must re-do the unit in its entirety. Your trainer will provide you with the resources. You have three (3) attempts to gain competency. If, after three (3) attempts, you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to your Trainer or Limestone Coast Training for more information. All of the staff at Limestone Coast Training will take every reasonable effort to help you succeed in your course.

### **Assessment Feedback**

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Plagiarism

All work that you submit must be your own. You will have signed a declaration at the submission of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Limestone Coast Training. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response.
- Presenting work that was done as part of a group as your own.
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s).
- Unintentionally failing to cite where information has come from.

Limestone Coast Training reserve the right to terminate your enrolment if you submit work that is found to have been plagiarised.

## Referencing

When it comes to properly acknowledging where information has come from, you should be aware of, and be able to properly use, referencing protocols. Limestone Coast Training expects that you properly acknowledge the use of Academics ideas by referencing when writing your assessments. More information can be found on the following websites:

<https://www.student.unsw.edu.au/citing-different-sources>  
<https://libguides.murdoch.edu.au/APA>

## Complaints and Appeals

Students can make informal or formal complaints about the delivery of any training or administrative service offered by Limestone Coast Training. The Limestone Coast Training *Suggestion, Complaints and Appeals Policy and Procedure* is available on the Limestone Coast Training website (<https://limestonecoasttraining.org.au/>)

Limestone Coast Training is committed to the appropriate resolution of complaints and appeals.

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome; you are encouraged to speak with your Trainer/Assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may submit a formal appeal of the assessment decision. Follow Limestone Coast Training's procedure for lodging an appeal.

Students must seek to have the complaint/appeal investigated Limestone Coast Trainings internal processes. If through the internal complaint/appeal process, the issue is unable to be resolved the student is then able to request an independent review through Skilling Australia via the National Training Complaints Hotline (<https://www.dese.gov.au/national-training-complaints-hotline>). Only after failure of this independent review to obtain a

resolution is the student able to submit a complaint to the Australian Skills Quality Authority (ASQA) ([www.asqa.gov.au](http://www.asqa.gov.au)).

## **Where to Get Help**

Please talk to your Trainer and/or Assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 08 8762 0016.

## **Student Attendance**

All students will be required to sign an attendance record on each day of attendance.

You will be required to attend classes or negotiated appointments as per your Training Schedule or arrangements made with your Trainer. It is expected that all students will be punctual. Please note you will need to provide Medical certificates for regular absences if requested.

If, after two class absences or a negotiated appointment absence, you have failed to contact Limestone Coast Training (directly to either your Trainer or Administration by phone or email), you will be contacted to negotiate your ongoing commitment to training.

If you fail to actively reengage in the training or you do not respond to Limestone Coast Trainings attempts to contact you, you will be withdrawn from the qualification or program.

## **Student Conduct**

Just as Limestone Coast Training has a responsibility to meet expectations of students, legislation, and regulations, so too, you have student obligations you are expected to meet. It is expected that you will participate with commitment in your studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Limestone Coast Training views any student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course.

Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Limestone Coast Training and/or a partner organisation such as a school or workplace
- Workplace misconduct

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the qualification
- Student to reimburse the costs incurred by any damage caused

- Cancellation of the qualification without refund and/or credit
- Matter referred to the police
- Removal from work placement

Students found guilty of misconduct have a right to lodge an appeal by following our *Suggestions, Complaints and Appeals Policy and Procedure* process.

### **Academic misconduct**

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

### **Work, Health and Safety**

Work, health and safety legislation applies to everyone at Limestone Coast Training. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately.

Please refer to each sites Evacuation plan and Assembly points in case of an emergency.

### **Smoking, Alcohol and Other Drugs**

Limestone Coast Training is a smoke-free workplace. Smoking is prohibited in all buildings. There is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Limestone Coast Training premises, to use Limestone Coast Training facilities or equipment, or to engage in any Limestone Coast Training activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

## **Student Feedback**

Limestone Coast Training is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from you regarding your experiences whilst enrolled in your course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

## **Issuing Certificates**

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Limestone Coast Training and other RTOs in the Standards for RTOs 2015.

If for some reason Limestone Coast Training ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which

you have successfully met requirements. (See also, the section 'Cancellation of Course by Limestone Coast Training')

## **Student Handbook Verification**

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Limestone Coast Training for clarification.



## Appendix A



### PRIVACY POLICY

Limestone Coast Work Options considers privacy to be of the utmost importance and will practice a high standard of care and concern in regard to maintaining privacy and confidentiality in all aspects of its business operations. Any persons external to the organisation acting on behalf of Limestone Coast Work Options are to be made aware of the confidentiality procedures and privacy policies prior to commencing work with Limestone Coast Work Options.

Limestone Coast Work Options believes that all students, clients, staff members or employers have the right to privacy, dignity and confidentiality in all aspects of their lives and that this is recognised and respected. Accordingly, Limestone Coast Training will comply with all legislative requirements including the Privacy Act 1988 Commonwealth and Australian Privacy Principles and the Children's Protection Act 1933.

Limestone Coast Work Options ensures no information is disclosed without consent, except as required by law.

Information collected will be stored securely for the required years under relevant legislation and subsequently destroyed.

Approved Date:	6.6.2022
Approved by: (Name and Position)	Mardi Riley, Manager
Review Date:	6.6.2023

## Appendix B

# Disability supplement

## Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

### '11 – Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

### '12 – Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

### '13 – Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

### '14 – Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

### '15 – Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

### '16 – Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

### '17 – Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

### '18 – Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or

periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

'19 – Other'

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category