Limestone Coast Training
A Division of Limestone Coast Work Options Inc.

Student Handbook 2026

Limestone Coast Training

Registered Training Organisation (RTO Code: 40376)

Acknowledgement of Country

Limestone Coast Training (LCT) acknowledges the Traditional Custodians of the lands on which we work, live and deliver training. We pay our respects to Elders past and present and honour the ongoing cultural and spiritual connection Aboriginal and Torres Strait Islander peoples have to Country, culture and community.

We are committed to providing a culturally safe, inclusive and respectful learning environment for Aboriginal and Torres Strait Islander students.

Handbook Disclaimer

This handbook contains information that was correct at the time of publication. Legislation, regulatory requirements or LCT policies may change without notice. LCT reserves the right to update this handbook at any time.

Students are encouraged to check for updates on our website or with LCT staff.

If anything is unclear or you need support, please contact us – we are here to help.

Contact Details

Head Office - Administration & Enrolments

Limestone Coast Training (LCT)

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

T: **08 8762 0016**

E: **admin@limestonecoasttraining.org.au**

W: **www.limestonecoasttraining.org.au**

Training Locations:

Naracoorte Training Centre - 73 Smith Street, Naracoorte SA 5271

Mount Gambier Training Centre - 9 Wattle Street, Mount Gambier, SA 5290

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1. Welcome to Limestone Coast Training

Congratulations on choosing to undertake your training with Limestone Coast Training (LCT). Since 2010, we have delivered high-quality, industry-relevant training across the Limestone Coast. Our goal is to equip you with the skills, knowledge and confidence to succeed in your chosen career.

About Us

LCT is a Registered Training Organisation (RTO 40376) delivering nationally recognised qualifications in:

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

We provide training that is practical, relevant, and valued by industry. Our courses are designed to reflect real workplace expectations and current industry standards.

Our Trainers and Assessors

Our trainers and assessors are qualified, dedicated professionals who keep their skills current. They provide ongoing support, up-to-date industry knowledge, and high-quality training to help you build practical skills you can apply in real workplaces.

Training locations are **Naracoorte** and **Mount Gambier**.

2. Governance and Legislation

As a Registered Training Organisation (RTO), Limestone Coast Training (LCT) complies with national laws, standards and regulatory requirements to ensure quality, fairness and student safety.

Key legislation and frameworks:

- Vocational Education and Training (VET) Quality Framework
- Workplace Health and Safety (WHS) laws
- Privacy and anti-discrimination legislation
- Child safety, wellbeing and mandatory reporting requirements

LCT's governance systems ensure:

- Compliance with the Standards for RTOs 2025
- Continuous monitoring and improvement
- Accurate and secure record-keeping
- Ethical, transparent communication
- Fair and responsible marketing and enrolment processes

Further information:

- ASQA – National VET regulator: www.asqa.gov.au
- Federal Register of Legislation: www.legislation.gov.au
- AQF – National policy for qualifications in Australia: www.aqf.edu.au
  All qualifications delivered by LCT comply with AQF requirements.

3. Policies and Responsibilities

Our Responsibilities to You

LCT is committed to providing a safe, fair and supportive learning experience.
We will:

1. Delivery Quality Training

- Provide high-quality, industry-relevant training and assessment.
- Communicate clearly about course requirements and your rights.

2. Ensure Safety and Inclusion

- Maintain a safe, inclusive and culturally respectful environment.
- Treat all students fairly and without discrimination.
- Provide reasonable adjustments where appropriate.

3. Protect Your Information

- Keep your records secure and confidential.
- Protect your privacy and manage your information lawfully.

4. Be Transparent and Responsive

- Provide clear and upfront details about fees and refunds.
- Maintain honest, accurate and transparent information about our courses.
- Respond promptly to complaints, feedback and appeals.

Your Responsibilities as a Student

You are expected to:

- Read and follow this handbook.
- Act safely, respectfully and responsibly.
- Follow trainer instructions and class/workplace rules.
- Submit your own work and maintain academic honesty.
- Respect the privacy, rights and wellbeing of others.
- Report hazards, incidents or concerns promptly.
- Ask for support when needed.

Attendance and Engagement Requirements

- Sign the attendance record each day you attend training
- Attend scheduled classes, work placement or agreed appointments
- Arrive on time
- Provide medical certificate for regular absences

If you miss two classes without contact, we will attempt to reach you to discuss your training progress.

Non-engagement may result in withdrawal.

Key Policies:

This section summarises key policies that apply to all students.
Full policy documents are available on request. Please contact the LCT office for copies.

Access and Equity

Everyone has the right to learn in a safe and inclusive environment.

LCT ensures:

- No discrimination or harassment
- Barriers to learning are identified and addressed
- Support is available at enrolment and throughout training

If you have a disability, health condition or learning need:

- Please tell us so we can arrange reasonable adjustments
- Any information you share is confidential

Confidentiality and Privacy

LCT follows the *Privacy Act 1988* to protect your personal information.

Why we collect your information

To:

- Enrol you in a course
- Manage your progress, assessment and certification
- Meet our obligations as a Registered Training Organisation

Who we may share information with

- Government departments
- Funding bodies (if relevant)
- The National Centre for Vocational Education Research (NCVER)

NCVER may use your information for

- VET statistics and research
- Administration of VET programs
- Issuing VET transcripts (USI system)

Participation in NCVER surveys is voluntary

Your rights:

- Access to your personal records
- Request corrections
- Ask questions or lodge privacy concerns

Privacy enquiries:
Enrolment Officer – 08 8762 0016 / admin@limestonecoasttraining.org.au

Workplace Health and Safety (WHS)

LCT is committed to a safe learning environment. Student must:

- Act safely and avoid putting others at risk
- Report hazards, injuries or near misses immediately
- Inform your trainer if medical conditions or allergies may affect safety
- Know the evacuation routes and emergency procedures
- Follow WHS rules at LCT and during vocational placement

Prohibited and Illegal Items

- Illegal drugs, weapons, explosives and dangerous goods are not allowed

- Prohibited items (toy weapons, flammables, offensive items, unapproved animals) must not be brought on site
- Staff may request removal of prohibited items
- Illegal items may be reported to police

Child Safe Environment

LCT is committed to providing a child-safe environment, including for students under 18. Child safety rules apply to all training locations, including classrooms, online environments, and vocational placement sites.

Student Responsibilities

Students must:

- Follow all LCT child safety rules and policies
- Report any injury, concern or inappropriate behaviour immediately
- Never record or share images or video of children unless required for assessment and only with written consent and privacy protections in place

Reporting Child Safety Concerns

Concerns must be reported immediately to:

- LCT Management
- Child Abuse Report Line: 13 14 78
- Police: 000 (emergencies)

Complaints and Appeals

You have the right to raise an issue without fear of disadvantage.

Making a complaint:

- Informal: speak with a staff member
- Formal: submit through our *Suggestion, Complaints and Appeals Procedure*

Appealing an Assessment Decision:

1. Speak to your Trainer/Assessor
2. If unresolved, lodge a formal appeal

If the issue cannot be resolved internally:

- National Training Complaints Hotline: 1800 000 674
- Australian Skills Quality Authority (ASQA) www.asqa.gov.au

The following policies also apply to all students. Copies are available on request.

Other relevant policies:

- Marketing
- Enrolment
- Enrolment and Information Session
- Cancellation and Refund
- Learner Support

- Recognition of Prior Learning
- Credit Transfer
- Bullying and Harassment
- Plagiarism and Cheating
- Vocational Placement
- Code of Practice
- Unique Student Identifier
- Record Management
- Training and Assessment
- Transitioning Superseded Training Products

4. Enrolment Information

Unique Student Identifier (USI):

Limestone Coast Training **cannot issue your certificate of Statement of Attainment** without your USI.

If you do not have one, you can create it at: https://www.usi.gov.au/students/create-your-usi
Need help? Contact us – we're happy to assist.

Entry Requirements:

Different courses may have different entry requirements.

Requirements may include:

- Relevant workplace experience
- Completing a previous qualification
- Suitable language, literacy and numeracy (LLN) skills
- Access to a workplace to complete practical tasks
- Access to a computer, internet connection, and required software
- Access to any course-specific equipment such as PPE or tools

We will guide you through what you need for your chosen qualification.

Enrolment Periods:

We operate on rolling intake dates throughout the year.
When you enrol, you will receive a Training Plan with your start and end dates.

- Certificate III in Individual Support - 12 months*
- Certificate III in Business - 12 months*
- Certificate III in Early Childhood Education and Care – 18 months*
- Diploma of Early Childhood Education and Care - 12 months*
- Short Courses - enrolment period up to 6 months

**Some funded programs or traineeships may have different timeframes.*

Deferrals/Leave:

If unexpected circumstances affect your study, contact your trainer or our office as soon as possible.

You may request a deferral or extension of up to six (6) months.

If you do not finish your course within your enrolment period:

- You may need to re-enrol and pay a re-enrolment fee
- You may lose eligibility for subsidised training for any outstanding units

Enrolment Phases:

Before you enrol, we provide clear information so you can make an informed decision.

1. Information Session
2. Pre-Training Review
    - Supervised Core Skills Profile Assessment
    - Trainer interview

If unsuccessful, LCT will advise face-to-face or by phone or email.

Concessions (WorkReady Funded Training)

If eligible provide:

- Valid concession card
- Centrelink Customer Reference Number
- Card expiry date
  Check eligibility at: https://www.humanservices.gov.au

5. Fees and Refunds

Qualification / Course Fees

Qualification / Course fees depend on:

- Which qualification / course you study
- Credits from previous study or work experience
- Eligibility for subsidies or concessions

All fees are published on our website and may change over time.
We will discuss fees before enrolment.

Payment Options

You can pay your course fees via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash
- Payment Plan (for qualifications)

Fees must be paid by the agreed due date. Outstanding fees may lead to:

- Suspension of training
- Cancelation of enrolment
- Debt recovery

Certificates or Statements of Attainment **will not be issued** until all fees are paid.
Need help paying? Contact us early on 08 8762 0016.

Additional Costs
Some qualifications / courses require extra checks or documents before you can attend work placement.

These costs are paid by you:

- National Police Check
- Working with Children Check (WWCC)
- NDIS Worker Screening (if required by the workplace)
- Immunisations (if required by the sector)
- Any workplace-specific onboarding costs

We will tell you which checks you need before you start placement.

Other additional fees may include:

- Re-enrolment Fee – if you go past your enrolment period
- Replacement Training Materials – if materials are lost or damaged
- Re-issue of Transcript or Certificate - $50 plus postage

Refund Policy

- Refunds apply as per Terms and Conditions.
- Refunds, where approved, will be processed within 30 calendar days of approval.
- Refunds will be returned to the original payment source, unless alternative arrangements are agreed in writing.
- All course fees must be paid in full before a Statement of Attainment or Statement of Attendance can be issued.

Qualification or Skill Set - Terms and Conditions

Withdrawal Process
Students wishing to withdraw from a qualification or skill set must notify Limestone Coast Training through one of the following methods:

- Email or SMS
- Completion of the 'Withdrawal Form'
- Verbal notice to a Limestone Coast Training representative

Verbal notifications must be documented in the student's aXcelerate profile by the staff member receiving the notification.

Withdrawal Due to Inactivity or Misconduct
Students may be withdrawn due to prolonged inactivity or breaches of the Student Code of Behaviour. In such cases, no refund will be issued.

Withdrawal Before Course Commencement
Students who withdraw before commencing any learning or assessment activities will be eligible for a **refund of unit fees paid**.
Note: Administration or Participant Fees will **not** be refunded, as they relate to enrolment processing and the provision of preliminary materials.

Withdrawal After Course Commencement
Students who withdraw **after the course has commenced** may be eligible for a **pro-rata refund** for units not yet started.
Note: Administration or Participant Fees remain non-refundable.

Withdrawal Due to Special Circumstances
In exceptional cases, Limestone Coast Training may consider refund requests based on special circumstances (e.g. serious illness or unforeseen hardship). The student must submit:

- A written explanation of the circumstances; and
- Independent supporting documentation (e.g. a medical certificate).

Requests must be emailed to admin@limestonecoasttraining.org.au and will be assessed by the Manager (or delegate)
Note: Administration or Participant Fees are **not** refundable under special circumstances.

Qualification Cancellation by Limestone Coast Training
If Limestone Coast Training cancels a qualification or skill set, students enrolled at the time will be eligible for a **full refund of any unit fees for training not yet commenced**.
Note: Administration or Participant Fees will be refunded.

Short Course - Terms and Conditions

Payment Terms

- For individual enrolments, course fee must be paid in full at the time of enrolment. A student's place in the course is not confirmed until payment is received.
- For employers-funded or third-party enrolments, an invoice will be issued upon receipt of the completed Employer/ Third Party Declaration form.

Short Course Transfers

Students may transfer to another available short course at no cost, provided the request is made **at least 7 calendar days** before the confirmed course start time.

- Where 7 calendar days' notice is NOT provided before the confirmed course start time, a **$50 administration fee** applies for an individual or 10% of the total invoice for a private group booking – If the student nominates not to pay the $50 administrative fee to transfer to an alternative date, they forfeit the course fee.

Substitute Attendees

If a student is unable to attend, they may nominate another person to attend the entire course in their place, subject to:

- Written notice provided **at least 7 calendar days** before the confirmed course start time
- Completion of an enrolment form by the substitute
- Agreement by both parties to any applicable terms and conditions
- Payment of a **$50 administration fee**
- Where 7 calendar days' notice is NOT provided before the confirmed course start time, the booking is then not eligible for a substitute

All requests are to be made via email: admin@limestonecoasttraining.org.au

Non-Attendance

- Once the course has commenced if a student fails to attend, no refund will be issued.

Short Course Refunds

- Refund requests must be submitted in writing at least **7 calendar days** before the confirmed course start time.
- If the refund request is NOT received in writing at least 7 calendar days before the confirmed course start time refer to Short Course Transfers.
- If Limestone Coast Training cancels the course, enrolled students will be offered a transfer to an alternative date or a **full refund**.
- **No refund** will be issued if a student is:
    - Removed from a course due to misconduct or failure to comply with instructions or public health requirements
    - Withdrawn after the course start time but before accreditation requirements are met.

Special Circumstances

Refunds due to special circumstances may be granted at the discretion of Limestone Coast Training. The student must:

- Submit a written request with supporting independent evidence (e.g. medical certificate)
- Send the request to admin@limestonecoasttraining.org.au

Requests will be reviewed by the Manager or their delegate.

Full Terms and Conditions, including refund, withdrawal, and leave policies, are available by request from the LCT office.

6. Training Information

Access to Training Materials

Once you enrol, you will receive access to your training materials online via our online platform or hard-copies.

Some courses may require you to buy your own textbook. You will also need to provide your own stationery (notebooks, pens, highlighters, etc.).

Training Schedule

You will receive a training schedule that outlines how and when your training will take place. This may include:

- Work placement
- Classroom sessions

- Online activities
- A combination of the above

Course Duration

How long your training takes depends on several things, including:

- How regularly you submit assessments
- Whether you are studying full-time or part-time
- Any credit transfers or recognition you may receive
- The level of your qualification

Apprenticeships and Traineeships

If you are enrolled in an apprenticeship or traineeship, Limestone Coast Training will give you a **Training Plan**.

The plan explains:

- What training you will complete
- When and how training will occur
- The responsibilities of all parties

The plan must be signed by you, your employer and Limestone Coast Training at the start of your training contract.

Credit Transfer

A Credit Transfer gives you recognition for units you have already completed, either with us in another qualification or with another Registered Training Organisation (RTO).

You should discuss Credit Transfers with our Enrolment Officer at the time of enrolment.

To apply, you will need to provide:

- A certificate or Statement of Attainment (original or certified copy), or
- A transcript obtained from your USI account (www.usi.gov.au)

Your application will be assessed, and if units are equivalent, you will not need to repeat them. If your prior learning does not meet the requirements for Credit Transfer, you may be guided to apply for Recognition of Prior Learning (RPL).

Recognition of Prior Learning (RPL)

RPL recognises the skills and knowledge you have gained through work experience, previous study or life experience – so you don't repeat training you already know.

Speak with your Trainer or contact the office if you want to explore RPL options.

To be considered for RPL, you will need to provide evidence that it:

- Is your own work (authentic)
- Shows you can consistently perform the skills and knowledge required (sufficient)
- Reflects current skills and knowledge (current)
- Relates directly to the unit being assessed (valid)

Work Placement

Some qualifications require **mandatory work placement hours**.
Required hours will depend on your qualification. Your Trainer will explain this during enrolment and throughout your course.

During placement you may need to complete:

- Work Placement Tasks
- Work Observation Assessments

Before placement starts, you will need to sign a **Vocational Placement Agreement**, along with the workplace host and Limestone Coast Training.

You must complete required background checks before starting work placement. These checks may include a National Police Check, Working with Children Check, NDIS Worker Screening, and any immunisations the workplace requires. These costs are your responsibility. Placement cannot begin until all checks are verified by LCT.

Foundation Skills

Every course includes Foundation Skills, which are essential for study, work and daily life.
You will develop and be assessed on skills such as:

- Reading, writing, and numeracy
- Communication and teamwork
- Problem solving
- Time management and self-management

7. Assessment Information

Competency-Based Assessment

Your course uses a competency-based approach. This means you will be assessed on your ability to perform tasks to the standard expected in the workplace. Assessment outcomes are:

- **C** – Competent: You have demonstrated all required skills and knowledge.
- **NYC** – Not Yet Competent: You have not yet demonstrated all required skills and knowledge.

- **Principles of Assessment**
  All assessments follow the principles of assessment:
  - **Validity** – The assessment measures what it is intended to measure (skills and knowledge required for the unit).
  - **Fairness** – Reasonable adjustments are available to meet individual learner needs.
  - **Reliability** – Assessment results are consistent across different assessors and contexts.
  - **Flexibility** – Assessment considers the learner's needs and context (optional but often included).

- **Rules of Evidence**
  Evidence collected must meet the following rules:
  - **Sufficiency** – Enough evidence is gathered to demonstrate competence.
  - **Authenticity** – The evidence must be the learner's own work.
  - **Currency** – Evidence must be recent and relevant.
  - **Validity** – Evidence must relate directly to the competency being assessed.

Methods of Assessment
May include:
- Practical observation
- Simulations / Role Plays
- Written or verbal questions
- Projects or case studies
- Workplace evidence

(Note: All assessment tasks are conducted in accordance with child safety and privacy policies. See "Child Safe Environment – Student Responsibilities" for further guidance.)

Submitting Assessments
- Complete and submit all assessments by the due date.
- You will receive clear instructions on what to do, why, and how it will be assessed.
- Ask your trainer/assessor if anything is unclear.

Resubmissions
If asked to resubmit:
- Redo or add to theory questions
- Provide more relevant evidence in a portfolio / workplace task
- Demonstrate a task again
  There is **no fee** for resubmitting.

- **Not Yet Competent (NYC)**
  - If you do not meet the required standard, you receive an NYC result.
  - You have **three attempts** to achieve competency with support from your trainer.
  - If still NYC after three attempts, you must re-enrol in the unit.

Plagiarism
- All work that you submit must be your own. You sign a declaration with every assessment to confirm this.
- Plagiarism means using someone else's work or ideas and pretending they are your own. This is considered cheating and is taken seriously.
- Serious breaches may result in cancellation of enrolment.

Examples of plagiarism include:
- Copying text without saying where it came from
- Cutting and pasting information from different sources without referencing

- Submitting group work as if it were only yours
- Using someone else's images, ideas, designs or words without referencing your sources
- Use of AI to complete your assessment as your work

Referencing

- Always give credit when using others' ideas or information.
- Follow a consistent referencing (your trainer will guide you)

Assessment Feedback

You will receive feedback for each assessment. Competency is only awarded when all unit requirements are met.

- **Where to Get Help**
  - Contact your trainer during sessions or by email.
  - Do **not** submit unfinished work.
  - Support is free, confidential, and aimed at helping you succeed.

Certificates and Statements of Attainment

Issued within 30 calendar days after successful completion and payment of all fees.

If Limestone Coast Training ceases operation, you will receive a Statement of Attainment for completed units.

8. Support for Learners

We are here to support your learning and help you succeed.

We can assist with:

- Language, literacy and numeracy (LLN)
- English language barriers
- Disability or medical conditions
- Reasonable adjustments to learning or assessment
- Course suitability and understanding
- Cultural or physical requirements

How to access support:

- Tell us about your needs at enrolment or any time during your course
- All information provided will be handled confidentially in line with privacy laws
- Learners who require additional support beyond LCT's internal capacity can access the **Skills SA-endorsed Support and Wellbeing Services (SWS)**.
  Referrals are only made with informed consent, or learners may **self-refer** at:
  mytraining.skills.sa.gov.au/reach-out-to-a-success-and-wellbeing-provider

Other Support Services (External)

- Lifeline: 13 11 14 (24/7) or live chat
- Beyond Blue: 1300 22 4636 (24/7) or online counsellor

- Salvation Army: 13 SALVOS (13 72 58)
- Alcohol and Drug Information: 1300 131 340
- Mental Health Service: 13 14 65
- Homelessness Gateway: 1800 800 098
- Domestic Violence Crisis Line: 1800 737 732 (24/7)
- Parent Helpline: 1300 364 100
- MensLine: 1300 789 978 (24/7) or online counselling
- Kids Helpline: 1800 551 800 (24/7)
- Regional Access: 1300 032 186 (24/7) or online counselling

Emergency Situations
If you are in immediate danger or at risk of harm, **call 000.**

9. Student Code of Behaviour

We want all students to feel safe, respected and supported.

Students are expected to:

- Follow workplace health and safety rules
- Treat others respectfully
- Report any behaviour that makes you feel unsafe and uncomfortable

Examples of Misconduct

Includes but is not limited to:

- Harassment, bullying or discrimination
- Illegal behaviour
- Actions that put others at risk
- Damaging property
- Plagiarism or cheating
- Providing false information

Possible Consequences

Depending on the seriousness, consequences may include:

- A formal warning
- Suspension from the course
- Paying for any damage caused
- Removal from work placement
- Cancellation of enrolment (no refund)
- Referral to police

Students may appeal any decision through our formal process.

Academic Misconduct

Plagiarism and cheating are serious offences.

We understand that new students may need support with academic writing, so your trainer will guide you.

Smoking, Alcohol and Other Drugs

- LCT is a smoke-free workplace. No smoking is allowed inside buildings or within 4 metres of any entrance.
- Students must not attend training under the influence of alcohol or drugs.
- If taking prescribed medication, ensure it does not affect safety.

10. Student Rights and Feedback

As a student at Limestone Coast Training, you have the right to:

- Access clear information about courses, fees, refunds and support
- Receive quality training and assessment
- Be treated fairly and with respect
- Have access to support services and reasonable adjustments
- Have personal information protected
- Use LCT's complaints, feedback and appeals processes

Your feedback helps us improve.
You may provide feedback at any time, including at course completion.

Suggestions, Complaints and Appeals Policy is available on our website:
https://limestonecoasttraining.org.au/

11. Student Declaration and Acknowledgement

We hope you enjoy your learning journey with Limestone Coast Training.

Please read and understand this handbook.
If you have any questions, contract the LCT team – we are here to help.

All students must sign an acknowledgement during the enrolment process.