



2020 STUDENT HANDBOOK

The information contained in this document applies to all students enrolled in the following nationally recognised qualifications and units at LITA Training (as at 09 January 2020):

- FWP30216 Certificate III in Harvesting and Haulage
- TLI31216 Certificate III in Driving Operations
- AHCMOM213 Operate and maintain chainsaws
- RIIHAN308F Load and unload plant
- RIIMPO321F Conduct civil construction wheeled front end loader operations
- RIIVEH201D Operate light vehicle
- TLILIC0003 Licence to operate a forklift truck
- TLILIC2001 Licence to operate a forklift truck

The Logging Investigation and Training Association (LITA) Inc, trading as LITA Training, is a registered training provider (RTO no. 0577) which is fully responsible for the training program you are interested in.

Student Declaration

You will be asked to sign a declaration as part of LITA Training's application and enrolment process which confirms that you have read and understood your rights and responsibilities as outlined in this Handbook, together with hearing about the commitment that LITA Training is making to you in its delivery of a quality training program.

It is important that you take the time to read through this Student Handbook and seek clarification about any matter that you require further information.

LITA Training commits to updating you whenever new or amended legislation is announced that impacts on your studies. This may result in changes to LITA Training policies and in turn, we will inform you should this be required.

About us

Welcome to LITA Training. The Logging Investigation and Training Association (LITA Training) was incorporated in 1973 and started providing training and related services to the forestry and forest products industries in 1975. LITA Training now proudly serves workers in the forest, transport and machine operation industries, predominantly in the South East of South Australia.

On behalf of all the staff at LITA Training, we warmly welcome you and thank you for choosing us for your professional development – either directly with us as a student or through your place of employment as an employee. Your enrolment is an important step in developing and/or formally recognising your skills and knowledge within this

important industry sector.

We will strive to provide you with a first-class experience that is based on up-to-date practices and skills currently used in the workplace across the many facets of the forest, transport and machine operation industries.

Our trainers and assessors

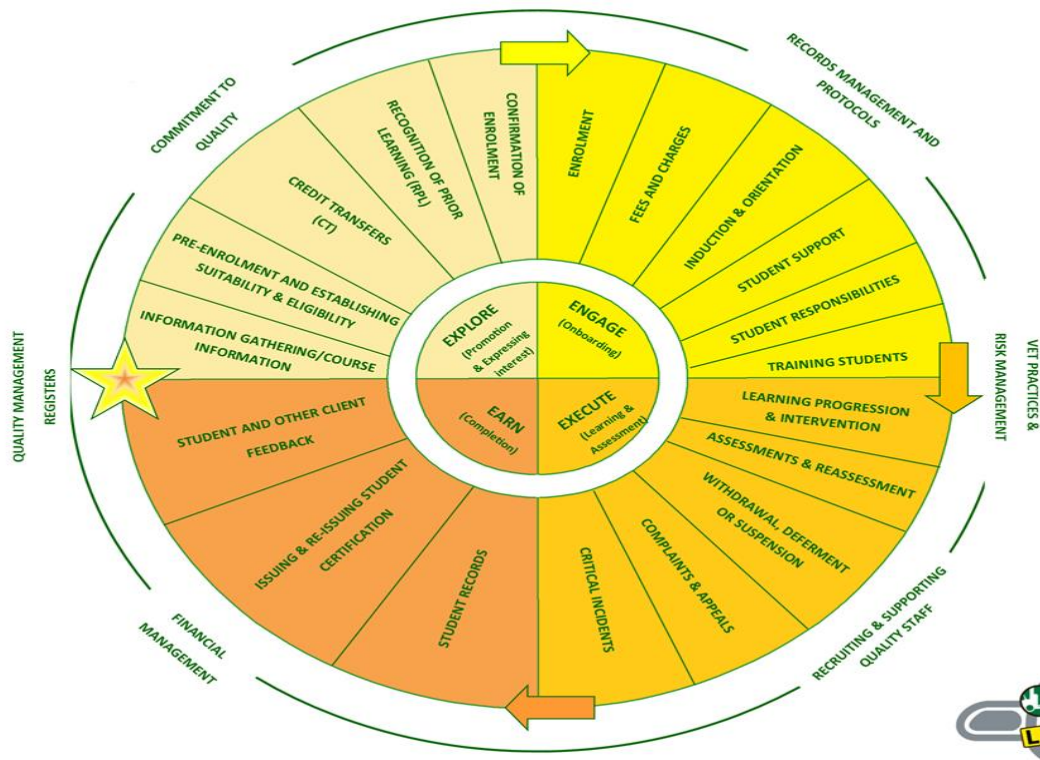
All of the trainers and assessors within LITA Training's training team have relevant qualification/s and bring a wealth of practical workplace experiences into their training, which is kept up to date with their own industry activities, professional development and engagement. All of our trainer/assessors also hold the relevant adult vocational training qualification in accordance with the required standards for Registered Training Organisations (RTOs).

LITA Training may, from time to time, also engage guest speakers or additional trainer/assessors at certain points during a course to deliver an area of specific expertise. This may mean that your assessment may be undertaken by two or more members of the training team. LITA Training may also sub-contract units of competency to another RTO, which has the expertise to deliver and assess this subject matter, such as first aid. Should these arrangements be in place for your course, LITA Training will inform you as part of the application process (refer to your Course Brochure available on LITA Training's website).

Our student experience framework

We want you to experience a positive learning journey with LITA Training and have worked to capture that journey in our student experience framework. Each of the aspects of your journey, regardless if it is a full qualification or a short course, are included in the information provided in the rest of this Handbook, including the policies and procedures that underpin the activity of LITA Training as an RTO.

LITA Training's Student Experience Framework



Accountable marketing practices

LITA Training ensures any marketing of its vocational education and training (VET) products are done so with integrity, accuracy and professionalism. We ensure VET sector regulatory and all consumer law requirements are always met. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. We never guarantee employment outcomes nor that any student will receive a certificate nor Statement of Attainment where the student has not met LITA Training's attendance/participation requirements as well as completed all assessment requirements and deemed as Fully Competent against all national Training Package requirements for any enrolled national recognised qualifications.

Eligibility for a government subsidised place and its impact on future funded places

LITA Training has gained approval to deliver training places for some of its qualifications and units of competency, through government supported places. When you apply to undertake training at LITA Training, a representative will work through the various funding opportunities and check your eligibility. If you are eligible, it means that the South Australian government will provide a full or co-contribute to your training, which will reduce the amount of tuition fees that you or your employer or any other third party may be required to pay to support your enrolment.

At this point in time (April 2020), LITA Training receives funding to support the subsidisation of eligible students' training through the:

- Skills for South Australia initiatives

It is important to know that some funding may only be available once or twice to you, dependant on your circumstances, throughout your entire study period including taking into consideration any studies that you might have completed at another RTO.

It is as important to know that you must select your subsidised course carefully as this may impact access to further government supported training places into the future.

LITA Training will provide further information as part of your application process. Please ensure that you understand the impact on future training opportunities before your enrolment.

Course details

The details of each specific course are provided for your prior to course commencement. Generally, the following information is provided:

- purpose of the course
- course learning objectives
- units of competency
- learning strategies including facilities and equipment and where students are required to undertake supplementary self-directed learning
- assessment strategies and conditions
- location for any face to face classes
- start and finishing times of face to face classes
- student support services
- details of eligibility for Credit Transfer and/or Recognition of Prior Learning (RPL).

Delivery and assessment information

Competency based training & assessment

LITA Training conducts training within a competency based training system. Our trainer/assessors are expected to plan, deliver and assess all training using appropriate competency based strategies.

As a student you will be expected to demonstrate your competence as described in the units of competency related to your selected course.

Within your course materials you will receive information about the tasks associated with each unit to be assessed as competent.

Delivery

LITA Training is organised to provide training and assessment predominantly:

- in its facility
- in the workplace
- through Recognition of Prior Learning (RPL)
- through Credit Transfer where applicable.

Our learning strategies are developed to suit our students' needs and our capabilities. You will be provided with an assessment tasks and timelines overview of each assessment task and its due date as well as each assessment task outlined in detail well in advance.

Each course requires a time commitment outside of class time to complete a range of supplementary learning and assessment tasks.

Assessments will be conducted over a reasonable and practical period of time so that the trainer/assessor has sufficient evidence of your skills. This will include affirmation of any third party observations undertaking in the workplace and signed off by your supervisor.

As this is a vocationally based course, assessments are made utilising a competency based framework. Students are required to demonstrate competence in all units in the skills identified in the course and are marked accordingly as 'Competent' or 'Not Competent'. Where there are a range of assessment tasks, each individual task will be marked as 'Satisfactory' or 'Not Satisfactory'.

Achieving competency

The four dimensions of competency are: task skills, task management skills, contingency management skills and job or role environment skills. These skills should not be performed in isolation but in a real work situation. Assessing competence involves all of the following aspects of evidence and will be

stringently applied by the LITA Training assessor to affirm that a student is fully competent:

- validity: The evidence provided links directly to the assessment outcomes and covers skills and knowledge.
- currency: The evidence provided demonstrates the assessment element has been used or updated in recent learning or application.
- sufficiency: The evidence provided covers all areas of the unit of competency.
- authenticity: The evidence provided is the student's own
- transferability: The evidence provided through assessment demonstrates the student can use these skills or knowledge in a range of situations and/or settings
- consistency: The evidence provided demonstrates the student can use the skills or knowledge consistently rather than a one-off experience or setting.

Assessment overview

LITA Training trainer/assessors are required to:

- fully explain assessment procedures to students. Throughout all training, students are regularly reminded of the ongoing assessments
- be fair and reasonable during assessment and work on merit, demonstrating no victimisation nor discrimination
- be proficient in the field of study, with relevant industry experience and to be up to date with assessment methods and procedures appropriate for the students and learning environment
- negotiate reasonable adjustment to context with students regarding the type of assessment and evidence required, taking into account assessment delivery mode, anti-discrimination principles, and the particular needs and circumstances of students
- advise students, with sufficient time, regarding the up and coming assessment
- provide the students with the assessment criteria/ context and purpose of the assessment
- advise students of Credit Transfer (CT) and Recognition for Prior Learning (RPL) processes
- make proper assessment decisions based on explicit evidence of competency as outlined above
- expedite assessment to avoid unnecessary delays, allowing for the readiness of the learner
- consider the authenticity, validity, relevance to the learning outcomes, currency and variety of assessment evidence, whether evidence is provided by interview, performance or work place evidence

- as assessments are undertaken, record individual student assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor
- post-assessment guidance is always available to students
- a fair and impartial appeals process is always made available.

The following points regarding assessment should be noted:

- any work submitted must include a signed declaration that confirms the authenticity that the work was completed by the student
- assessment tasks must include the student's full name
- there is no referencing format that is preferred for assessment tasks (e.g. Harvard system, footnotes and endnotes). However, all referencing should be consistent throughout each task, with a bibliography also provided where applicable. Your trainer/assessor will provide advice as part of your induction.

We understand that extensions may be needed for some assessment tasks. An extension will usually be granted for a period of up to 4 weeks after the due by date. Students must complete and submit the Request for an Assessment Extension Form, available on LITA Training's website: www.lita.org.au, which will be considered and is at the discretion of LITA Training's General Manager.

Student attendance

An underpinning requirement of all LITA Training conducted in the classroom is at least 80% attendance for full qualifications and 100% attendance for short courses. It is the student's responsibility to advise LITA Training and by phone: 08) 87351474 if they are unable to make it to a session.

If for any reason you become aware of the need for a prolonged absence from a course, please also notify your trainer/assessor – you may be required to apply for a course deferment.

LITA Training tracks individual student's participation. If we notice that you have been missing frequently without notification, we will contact you or your emergency contact as part of our duty of care.

For students learning in the workplace, LITA Training expects you to follow your employment contract requirements for attendance and advice on absenteeism. When LITA Training staff come to visit you in the workplace, they will check on the volume of learning that you have been undertaking, backed by your attendance record.

Recognition of Prior Learning (RPL)

All LITA Training students can apply for RPL for a unit of competency, a number of units of competency or the entire course. RPL applications must be submitted,

prior to or within the initial 2 weeks of a course commencement and always prior to the unit of competency/ies' commencement.

Students will be required to provide evidence that demonstrates that they have experience, skills or an appropriate level of understanding of that unit or units of competency or course. Be aware that, depending on the strength of the evidence, applying for RPL can be more complicated and even more time consuming than attending the training sessions and handing in the required assessments. RPL is not necessarily the easier path to take, in all cases, especially if a student finds it difficult to provide the quality of evidence LITA Training assessors require. It is important to consider if you have enough evidence to support an RPL request beforehand.

RPL assessment

The assessment process outlined previously is also the methods in which an assessor accumulates evidence that demonstrates a student's competency. When a student applies for RPL they are required (under some guidance from LITA Training) to provide evidence in place of completing the tasks.

An RPL kit is provided to further explain and support this process. The process will always commence with an initial conversation with a LITA Training trainer/assessor, so that the strength of your application is considered.

Before starting an RPL application students might consider these questions:

- What on the job training or experiences can you provide evidence for/demonstrate that might be relevant to this course?
- How current is this experience or learning?
- How can you prove or demonstrate these skills or understanding?
- Do you have enough quality evidence that demonstrates your skills and experience?

What do we mean by Evidence? Direct, Indirect and supplementary evidence can be:

- examples of your work such as reports or other relevant workplace documents you have written
- a detailed position description outlining tasks relating to the competencies in the units
- Certificates of completion for in-house training or other professional development training – the more detail of the topics covered the better
- minutes of meetings that identify tasks allocated and completed
- completed units of competency from previous training qualifications which are also nationally recognised (these will very likely be used for the purposes of providing a direct Credit Transfer (refer below) and not a RPL service).

RPL assessment

- documents that show organizational and supervision skills
- previous non-accredited training, such as in-house workplace sessions
- life experiences that directly relate to the unit of competency's elements (please ask for a list from your trainer/assessor)
- papers you have written for conferences on relevant topics
- written references from your workplace
- you are likely to also be requested to demonstrate your skills to the assessor.

As you gather your evidence we recommend that you continue to communicate with the assessor or assigned trainer/assessor at LITA Training. We will advise you if the evidence you have presented is relevant or that you will need to provide further detail. The evidence you provide will be assessed upon its quality against the elements of the units of competency.

There is a cost to administer all RPL processes. An indicative RPL service fee will be provided when an application is submitted, based on the following hourly rates:

- for LITA members - \$93.50 per hour (exc assessor travel expenses), and
- for non-LITA members - \$110 per hour (exc assessor travel expenses).

Be sure to start your RPL application prior to commencement in the units that you believe that you have sufficient previous skills and experiences. You will be asked to complete the LITA Training *Credit Transfer and RPL Application Form*, available on the LITA Training website at: www.lita.org.au to formalise your interest in an RPL process. A LITA Training representative will get in touch with you within 5 business days to provide further guidance on the RPL process.

Credit Transfer

LITA Training acknowledges and recognises qualifications and statements of attainment issued by any RTO in Australia.

If you would like to receive credit for previous study, you need to be enrolled in an LITA Training program and provide certified copies of previously obtained qualifications, statements of attainment or statements of results to us, preferably at the time of enrolling and always prior to the relevant unit of competency/ies' commencement.

Please attach your documents the LITA Training *Credit Transfer and RPL Application Form*, available on the LITA Training website at: www.lita.org.au and submit to one of LITA Training's trainer/assessor or General Manager- preferably prior to course commencement and always prior to the unit/s' commencement.

There is no fee attached to Credit Transfer reviews.

Credit Transfer reviews usually are considered within 5 working days and an applicant is advised in writing.

Student support

LITA Training is committed to ensuring accessibility for all prospective students to the training courses we provide. But before we do that, we ensure that the course is the right one for you, regardless of whether you are a public student or an employee, undertaking the course as part of your employment.

We will make every effort to understand and assess your ability to carry out all the learning tasks and required assessments before enrolment. The assessment that you undertake will differ based on whether you are eligible for a government subsidised course or a full fee paying course, however all tools are based on the Australian Core Skills Framework (ACSF), a national approach to identifying and developing core skills in three diverse contexts: personal and community; workplace and employment; and education and training.

We also recognise that at times, language, literacy and numeracy (LLN) learning needs and other study needs may restrict a person from achieving the competencies required for particular courses or programs. Where required, upon identifying LLN and/or other academic barriers that may inhibit you from successfully completing a course, we will discuss the best support options with you and on mutual agreement, will put these in place to support your learning journey at LITA Training. The majority of these options will come at no cost to you – your LITA Training representative will provide further details.

We also offer a range of support services for students, with a strong focus on learning and educational assistance to enable successful completion of your studies. This includes both educational and non-educational support and may be offered through LITA Training and/or by external expert agencies.

It is important that you do not slip behind with your studies. For assistance with in-class activities, please speak with your trainer/assessor in the first instance. LITA Training will organise 1:1 or group tutorial support as requested by our students. LITA Training also offers 1:1 support with study skills as we understand that in some instances, our students may not have undertaken a formal training program studied for a while. These LITA Training services are at no further charge to you.

A full list of local services that may be relevant to support you to progress in your studies may be found on our website: www.lita.org.au You may also want to discuss any needs you may have in confidence with your trainer/assessor, who will provide guidance to the best internal or external support service. If the service is not included on our list, we will work with you to source and make a suitable referral.

Special needs support

Upon application and again at enrolment, we strongly encourage you to discuss and declare any need to access special needs support so that we may work with you to eliminate barriers to your study. This may require some adjustments to your study or assessment conditions.

All LITA Training staff treat such sensitive information in a confidential manner and will only disclose it to other staff with your permission. Ultimately, it is about providing you with an environment that provides you with the best chance of succeeding, alongside the other students.

Fees

Dependant on your eligibility to a government subsidised training place, you may be required to contribute fully, partially or not at all to your course fees. LITA Training Course Brochures provide information about student eligibility and the LITA Training representative will also work through this with you as part of your application process.

All students, except for those eligible and accepted into a Skills for South Australia subsidised training place or a short course, will incur a non-refundable \$200 deposit for enrolling in a course – this covers our administration of your enrolment.

Some courses will require a student, or a third party, such as the student's employer, to also pay for incidental material that you will keep such as protective clothing and/or a vehicle licence fee.

Prior to enrolment, you should have received a Fee Schedule which itemises what your course fees are. You will receive this schedule regardless of whether you are paying your fees or your employer or any other third party, such as an employment service agency, is paying on your behalf. Please advise your trainer/assessor if you have yet to receive this important document.

LITA Training also charges a certification issuing fee for assessment only services. This fee is:

- LITA members incur a fee of \$60 per unit
- non-LITA Members incur a fee of \$70 per unit.

If you have any enquires relating to fees, re-issuance of invoices, receipts, confirmation of booking or information on any payment plan put in place, please email our General Manager at training@lita.org.au. Information on fees, charges and refunds are clearly

documented on our website: www.lita.org.au and information on refunds is also provided on our website and in this Student Handbook.

Fees can be in instalments in a payment plan. Please contact our General Manager if you want to pay in instalments.

LITA Training ensures that for all courses, at no time will it accept more than \$1,500 in advance from any student.

If you are a fee paying student and you believe that you are experiencing hardship and will be placed in a personal, financial or family difficult or compromised position in paying these fees, please advise our General Manager through a confidential email to training@lita.org.au. LITA Training commits to working with you to find a solution.

Unique student identifier

As of 1 January 2015, the Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows you to access a single online record of your VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless you are exempt, LITA Training can only issue a qualification or statement of attainment to you after you have provided us with a verified USI. To create your USI, and for further questions relating to the USI scheme, please contact the USI office in the Australian Government Department of Industry by calling 13 38 73 or emailing usi@industry.gov.au. LITA Training has further detail about the USI scheme on its website: www.lita.org.au

LITA Training may request access to your USI account, so it may check if you have completed any other qualifications at various levels, as part of your eligibility assessment for a government subsidised place. LITA Training's staff strictly follow our *Privacy Policy & Procedure* (also available on our website) and will never access or use your personal information other than for the purposes agreed by yourself.

Your rights and responsibilities

The following outlines the expectations of LITA Training and you as an LITA Training student. We ask you to take the time to read these and to sign that you have understood and agreed to these rights and responsibilities, as well as the broader content of this Handbook overall. A copy of the declaration is provided at the front of this Handbook and your trainer/assessor will bring a hard copy along as part of your Induction for you to sign. You have:

- the right to information about the course, units of competency and assessment requirements

- the right to quality teaching which respects you as an individual and meets your needs
- the right to feedback along the way, especially with your assessments and your progression
- the right to support to address any barriers to your learning, including non-educational matters
- the right to not waste time on previously studied units which are equivalent to those in your enrolled course and/or where you may have some equivalent work or life experiences
- the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- the right to be free from all forms of intimidation
- the right to work in a safe, clean, orderly and cooperative environment
- the right to have personal property (including computer files and student work) and LITA Training's property protected from damage or other misuse
- the right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Policy and Procedure)
- the right to work and learn in a supportive environment without interference from others
- the right to express and share ideas and to ask questions, and
- the right to be treated with politeness and courteously at all times.

Equally, you must:

- agree to right treat everyone with politeness, respect and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- not intimidate anyone
- not put yourself or others in a position of harm including to property
- not take alcohol or drugs at any time prior to or during your training program
- not plagiarise other's information and attempt to submit it as your own
- attend as required for both classroom based and work place based hours
- agree to be an active learner
- abide by all relevant legislation as it relates to you (refer to Attachment A).

We at LITA Training commit to you that we will:

- provide you with sufficient information to allow you to make a decision on the right course for your needs
- provide a student focused service and treat you and every student with respect and equally
- take care of your and others' health and safety
- provide you with all the resources required including access to qualified professional trainers/assessors

- be aware of current industry trends and best leading practices which we interpret into our training programs
- provide you with ongoing feedback
- accept and consider your feedback as part of our continuous improvement agenda
- abide by all relevant legislation and regulation and commit to keeping you informed of any amendments (refer to Attachment A).

Withdrawal from the course

If for any reason you can no longer attend the program (including but not limited by you having experienced compassionate or compelling circumstance, which are defined below) please complete and submit the required *Change in Enrolment Form*, available on LITA Training website: www.lita.org.au Where you are employed, it is important to also advise your employer of your circumstances.

LITA Training classes any compassionate or compelling circumstance as those that are generally beyond the control of the student, when they have an impact on the student's course progress or wellbeing. Students must show evidence of such circumstance wherever reasonable eg. a medical certificate may be requested. These include:

Illness, injury or stress (vicarious stress)

- Evidence required: medical certificate which states the student was/is unable to attend classes for an extended period of time.

Permanent or temporary disability (that has occurred during the duration of the course)

- Evidence required: Evidence required: medical certificate which states the student was/is unable to attend classes for an extended period of time

Bereavement of close family members

- Evidence required (any of the following): Statutory Declaration, Death Certificate, letter from a funeral home

Incident or issue causing distress to a student impacting on their capacity for study e.g. involvement in a serious accidents, witnessing or being victim of a serious crime

- Evidence required: Police report, counsellor/ psychologists' report. Evidence may also need to be included to prove that there is no personal relationship between the counsellor/psychologists due to the industry in which LITA Training deliver its courses.

Other

- Evidence required: any relevant certified document attesting that situation is outside a student's control and affects their ability to study.

Please note that an inability to pay fees alone is not considered a compassionate nor compelling circumstance.

Also, changes in workload or job roles is not considered a compassionate nor compelling circumstance.

These circumstances also apply to LITA Training's extension of assessment task policy (referenced in LITA Training's Quality Training and Assessment policy).

In accordance with the LITA Training Refunds policy, any moneys that are due to be refunded (if any) will apply, excluding the administration fee where it was collected. A copy of the Refunds policy is available on the LITA Training website: www.lita.net.au which outlines the various scenarios where refunds will apply and will not apply.

Deferring from the course

Deferral is the term used to describe the status of an individual who has been offered a place in a program of study at LITA Training, but who does not intend to take up the offer for the allocated course commencement year. Individuals who defer are not considered to be a student of the

LITA Training, until they are enrolled. Unless there are exceptional circumstances as determined by the General Manager, an offer will expire if enrolment does not occur within the agreed time, with fees refunded only if eligible in line with the LITA Training Refunds Policy.

Deferral is also the term used to describe an enrolled student who has commenced a learning program/ course and decides they cannot continue at this stage. Their place will be held for a period of 6 months from the time the deferment is approved, noting that LITA Training cannot guarantee that a course will be offered in their selected state at a later stage. A student wishing to defer their studies, must complete the required *Change in Enrolment Form*, available on the LITA Training website: www.lita.org.au. All requests are subject to the discretion of the General Manager.

Refund rules and procedure

A full refund will occur if LITA Training cancels a course and/or postpones any course for more than eight (8) weeks. These funds can be transferred into a future course if preferred by a full fee paying participant/student or the student's fee paying employer or other third party.

In addition, LITA Training will offer a full refund should the student withdraw from a program and provide evidence that the program in which they had enrolled, differed from the program marketed by LITA Training.

In the instance of a forklift short course where LITA Training could not fill the place and notice of withdrawing was made by the student within 48 hours of the course commencement, no refund will be provided.

In any other circumstance, a refund post enrolment will be considered on a case by case basis upon receipt of a written request (ie. through completion of the LITA Training *Change of Enrolment Form*).

Please refer to LITA Training's full *Refunds Policy and Procedure*, available on the website for all the circumstances in which a refund will be provided:
www.lita.org.au

Workplace Health and Safety

LITA Training has in place a comprehensive workplace health and safety management system overseen by the General Manager.

General statement of policy

We recognise that the health and safety of all LITA Training employees and students is the responsibility of the organisation's management. In fulfilling this responsibility, management has a duty to provide and maintain, so far as is practicable, a working environment that is safe and without risks to anyone's health nor safety.

Responsibilities of LITA Training employees and students

LITA Training employees and students:

- have a duty to take care of their own health and of others affected by their actions at work
- should always comply with the safety procedures
- must not wilfully interfere with or misuse items or facilities provided in the interests of their health, safety and welfare
- must, in accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to management.

It is mandatory for all LITA Training students and staff to not engage in any activity and/or behaviour which may jeopardize the health and safety or cause any injury or illness to a colleague or any other individual engaged with an activity of LITA Training.

It is the individual's responsibility to ensure that they follow all standing procedures in relation to their health and safety.

Smoking, alcohol and drugs

Smoking: A "smoke-free" workplace policy applies at all times. Students are to abide by the venue's smoking restrictions that apply when undertaking training at

LITA Training facilities as well as follow any workplace smoking policies that are in place, where training is delivered in the workplace.

Drugs: The use of illicit drugs by students is strictly prohibited. Drugs of any kind are not allowed on LITA Training premises as well as follow any workplace drug policies that are in place, where training is delivered in the workplace. The exemption is for medical and/or prescribed purposes – please advise your trainer/assessor if this is the case so that we may note it on your student file.

Alcohol: The use of alcohol by students is prohibited during class time and within any LITA Training facility. as well as follow any workplace alcohol policies that are in place. Students who appear to be substance affected may be asked to leave the training/session at the discretion of the trainer/assessor.

Fair treatment and equal opportunity policy

LITA Training will treat fairly and consistently:

- all applicants seeking to enrol with LITA Training in a course
- any applicant or student who lodges a complaint or appeal.

It is the policy of LITA Training not to tolerate any form of discrimination, harassment, bullying or victimisation. Please refer to the definitions of each below and be sure to ask for further clarification if required of any LITA Training representative.

All LITA Training individuals, including students, are legally and ethically responsible for their own actions and behaviour. LITA Training individuals are required to ensure that their behaviour complies with the organisation's policies at all times, is respectful and takes into account the sensitivities of other LITA Training individuals and any other individual engaging with it.

Equal opportunity

Equal Opportunity (EO) refers to the fair and equal treatment of all people who are employed, seek employment, study with LITA Training regardless of characteristics or attributes protected by law. LITA Training's policies and practices seek to identify and eliminate disadvantage, to ensure fair treatment is based on merit.

Harassment

Harassment is unwelcome behaviour based on the protected attributes that make the recipient feel offended, embarrassed, intimidated or humiliated. It does not relate to the management of performance or behaviour.

It is important to recognise that the behaviour or comments which may not offend one person may be unwelcome or offensive to another. The intent to offend or

harass is generally irrelevant. It is the outcome of the behaviour or comment that is crucial.

Sexual harassment

Sexual harassment is unwelcome or unwanted comments, attention or other behaviour of a sexual nature which makes you feel embarrassed, uncomfortable, intimidated, upset, frightened, anxious, humiliated or offended. Sexual harassment can be verbal, physical, written or visual. It is not associated with mutual attraction or friendship.

Bullying

Bullying is repeated unreasonable behaviour or ill treatment of an individual that creates a risk to health and safety. The following types of behaviour, where repeated or occurring as part of a pattern of behaviour could be considered bullying:

- verbal abuse
- deliberately excluding or isolating,
- intimidation.

Bullying may or may not be related to any characteristic or attribute protected by law.

Vilification

Vilification is a public act of inciting, encouraging or urging others to physically harm, hate, have serious contempt for, or severely ridicule a person, or group of people because they (or they are believed to) belong to a specific minority group.

LITA Training has a duty to prevent and address all forms of discrimination, harassment, bullying, victimisation and vilification. LITA Training will take appropriate action in the event that any form of discrimination, harassment, bullying, victimisation and/or vilification takes place. Where it is appropriate or required that the issue be escalated, the issue will be treated seriously and will be investigated. This includes any behaviour (overt or covert) from any of our staff.

All matters of discrimination, harassment, bullying, victimisation and/ or vilification are treated with strict confidentiality, impartiality and without recrimination to the person raising the issue.

Where a matter is brought to our attention and after investigation, disciplinary action from a formal warning through to possible student/staff expulsion will be acted upon. For more information on LITA Training's disciplinary procedure, please ask for a copy of our *Student Responsibilities Policy & Procedure* from any of LITA Training's staff.

If for any reason you believe you have received any of the above mentioned treatment, LITA Training strongly encourages you to access its *Complaints and*

Appeals Policy and Procedure (available in this Handbook and on LITA Training's website: www.lita.org.au) and submit a complaint.

Feedback

Our focus on continuous improvement involves regular evaluations and reviews in all areas, including the core activities of education and training, assessment and issuance of qualifications, as well as the support activities of client records management, business management, administration and marketing.

We welcome any feedback on your experience with us! Feel free to email us at any time or complete the *Feedback Form* available on our website: www.lita.org.au.

Your feedback is very important to us and alongside the opportunity to provide feedback in these informal ways, we also have in place formal feedback milestones to capture your view about our services. These are undertaken at the beginning of the course, mid-point and at completion of all longer courses and at the end of short courses. All end of course completion feedback, known as the Learner Quality Indicators, is collated and shared with ASQA, the national regulator, and the NCVER on an annual basis.

LITA Training also considers all feedback it receives in formal quality meetings and puts in place action to improve its services, based on this feedback.

External / internal review processes

We participate in external monitoring and audits required by the national regulator and our funding government departments, on behalf of the South Australian government. We also conduct annual internal audits to ensure we're always providing you the best possible training. The audit process focuses on evidence collected during the year relevant to all areas of service and delivery within our organisation and feedback from you and employers (where necessary). You may be asked to contribute to these processes, both internal and external.

In addition, audits may be conducted in relation to complaints, changes in our scope of qualifications and for purposes of re-registration.

LITA Training is required by law to share upon request, your details and training activity with the national regulator, government departments and/or their representatives as part of any auditing or investigation activity.

You may also be contacted by one of these bodies as part of an audit or investigation – LITA Training fully supports all its students to provide frank comments about their experience.

Results and qualification issuance

Once you have successfully completed all of the assessment requirements for your program of study as advised by your trainer/assessor, you are entitled to graduate

with a nationally recognised qualification: Certificate and a transcript (for a full qualification) or a Statement of Attainment (for shorter courses). To be eligible to receive your certification documentation, LITA Training must have a record of your Unique Student Identifier (USI), which can be obtained from www.usi.gov.au as well as ensure that you or the third party which may be your employer has paid all course fees owing.

Statements of attainment will also be provided in the case where a student has enrolled in a full qualification and has only partially completed and of course, satisfied all other requirements outlined above. However, and more importantly, this is also subject to your trainer/assessor confirming that you have been deemed as Fully Competent against all the requirements for the units completed.

Re-issuance of qualifications and transcripts

If you require a replacement of a certificate, transcript (record of results), or statement of attainment you will need these details:

- qualification studied and the year
- full name (at the time of qualification issuance)
- identification which includes a photo of the student, as evidence of authenticity such as a current driver's/vehicle licence or passport
- date of birth
- reason for re-issue.

There is a cost of \$42 with re-issuing of each certification.

Requests should be submitted on a *Request to Re-issue Certification Form*, accompanied by a copy of your driver's licence or any other form of photo identification to: training@lita.org.au or presented to LITA Training's General Manager at LITA Training's facility.

Please note: no electronic version of the certificate or its replacement will ever be provided.

LITA Training will provide a replacement certificate within 5 business days: students will be advised if any delay is forecasted.

LITA Training will send the certificate directly to the student's address provided by the student or arrange for pick up by the student – should the student wish to send a proxy, the proxy must have a note, naming the proxy and signed by the student, which advises of their approval for the proxy to pick up the certification. No certification will be provided to a third party without this written documentation. No electronic version of the replacement certificate will ever be provided.

Certification issued by other training providers

In accordance with LITA Training's mutual recognition obligations, LITA Training will recognise certification issued by other RTOs. Where a student requests a credit transfer towards a full AQF qualification offered by LITA Training, the student will be required to submit verified copies of any certification issued by another RTO, including copies of full certificates issued, statements of attainments and academic transcripts. LITA Training will verify all information submitted requiring mutual recognition with the issuing RTO and reserves the right to test individuals seeking mutual recognition when required.

Certification dispute

Should a student wish to appeal an academic decision made by LITA Training in relation to the issuing of certification, the student should access LITA Training's *Complaints and Appeals Policy and Procedure*.

LITA Training staff will assist you to understand this policy and support you to lodge an appeal if required.

Access to your student records

All students have the right to access their student records. Sometimes, your documents have been archived or are in electronic form that need to be downloaded and collated, so please be patient!

You will be advised as soon as your records are located, and a suitable time will be arranged for you.

Please note – LITA Training does not allow for records to be taken off-site at any time.

Copyright

All materials that are produced by or on behalf of LITA Training are copyright. Permission to reproduce such material depends on the category into which they fall.

All materials produced by or on behalf of LITA Training are classified into one of the following classes:

- those materials that are copyright and that cannot be reproduced by any process other than for the purposes of and subject to the provisions of the Copyright Act and any licensing agreement between the user and LITA Training
- those materials that are copyright and that may nonetheless be circulated and/or reproduced as long as any reproduction features specified credits and disclaimers

- those materials that are copyright and that may nonetheless be reproduced without conditions
- those materials that are not copyright.

These categories will influence whether you can copy and distribute the resource further. If you are not sure about this, please discuss it with your trainer/assessor.

Plagiarism policy

LITA Training is committed to maintaining academic standards that require the awarding of student grades where the student demonstrates that work submitted for assessment or their participation is in accordance with the guidelines set down for assessments.

Plagiarism is defined as taking and using another person's ideas and or manner of expressing them and to pass them off as your own by failing to give appropriate acknowledgment. This includes material sourced from the internet, staff, other students, and from published and unpublished works. Students are expected to appropriately reference their work acknowledging and/or citing the publication of others.

Plagiarism is seen to occur when you fail to acknowledge that the idea or work of others are being used, which includes:

- paraphrasing and presenting work or ideas without a reference
- copying work either in whole or in part
- presenting designs, codes or images as your own work
- using phrases and passages verbatim without quotation marks or referencing the author or web page.
- reproducing lecture notes without proper acknowledgement.

The penalties for academic misconduct can and will include some or all of the following:

- the awarding of a "Not Satisfactory" grade for an assessment
- the awarding of a 'Not Competent' grade for a unit
- suspension from the course.

Any trainer/assessor who suspects an instance of plagiarism will report the situation to the General Manager for investigation. It will be determined by the General Manager whether the case warrants more than a warning. If so, the student will be informed in writing of the matter.

Any assessment that is found to be plagiarised will need to be re-submitted.

Under all circumstances where LITA Training determines that plagiarism has occurred, evidence will be kept in the student/s' file with any other conversation/ supporting documentation attached.

Repeat occurrences will result in student suspension or expulsion from LITA Training.

Privacy policy

Your privacy is very important to us. As an organisation that complies with the Australian Privacy Principles (2014), our information handling practices ensure that we treat your private information with utmost care and respect. We only collect personal information necessary to fulfil our obligations to you and to meet our legal and contractual obligations.

A copy of our full *Privacy Policy* is available on our website: www.lita.org.au

Your personal information may be disclosed to approved third parties including relevant state and/or federal government departments. Your information may also be disclosed if it is necessary to prevent or lessen a threat to your life or health, or the life or health of another person; or if it is required by law, or necessary to prevent a breach of law, or to protect the public revenue.

The provision of your personal information is voluntary but if you do not provide us with this information, we may not be able to provide you with the services you request.

LITA Training is committed to respecting the right of all individuals to privacy of their personal information. We abide by the Australian Government's National Privacy Principles under the Privacy Act 1988, Privacy Amendment (Private Sector) Act 2000 which cover collection, use and disclosure, data quality, data security, openness, access and correction, identifiers, anonymity, trans-border data flows and sensitive information. This Privacy Policy sets out in broad terms the way in which LITA Training handles personal information about individuals.

LITA Training collects and handles personal information about individuals as part of its business operations and management of students and employees. In undertaking these activities, LITA Training handles personal information in relation to potential, current and former employees, students, volunteers, contractors, supporters and donors.

For the purposes of training, such information may include an individual's name, address, date of birth, previous education, gender, occupation details, USI, health information, and AVETMISS (national vocation and education training) data. and any other required information.

As an RTO, we have a duty of care to protect the privacy of records in our care. LITA Training strictly applies a 'need to know' access to student information by all staff and has in place mechanisms to secure your information.

We are not allowed to disclose any private or personal information to any person without the consent of the person the information is about. This does not include exchanging information within LITA Training for the purposes of record keeping, training and support and assessment.

If an organisation is paying for students to complete the course, we will provide that organisational representative with copies of the attendance records and any areas of concern regarding course completion or assessment issues.

LITA Training is bound by legal obligations of confidentiality which apply to its employees, volunteers and students. LITA Training does not sell or rent out any of the information they hold on individuals and protects the security of that information in accordance with regulatory requirements and industry practice.

Publicity permission information

While you are a student with LITA Training we may take photos or video footage for the purposes of showcasing our services and programs.

The images or videos taken during classes may be used for assessment evidence purposes, reproduced in LITA Training print, electronic and web publications, or for promotional and publicity purposes both in Australia and overseas. As part of your enrolment, you were asked to consider and sign a *Media Consent Form* to give consent to LITA Training to use photos, video footage or other personal displays on our website or social media or in any of our publications including brochures, newsletters, posters or other resources.

You have the right to refuse to participate in such activities with no impact on your enrolment or study journey at LITA Training.

What should you do if you have an issue or complaint or want to appeal an adverse LITA Training decision?

Everyone has a range of options if they have an issue or complaint in relation to a range of experiences including but not limited to concerns about assessment outcomes, discrimination, harassment or bullying. This may be against a fellow student, staff member and or another person related to your LITA Training services.

Regardless of the method, it is expected that the principles of privacy, natural justice and procedural fairness will apply at all times in the manner in which the issue is investigated and resolved. LITA Training staff handling both informal and formal complaints/appeals will ensure that they treat the complaint/appeal as serious and are respectful of all parties. No complainant/appellant will be disadvantaged in any way, including students may continue with their studies. The complaint/appeal will be held in strictest confidence with only LITA

Training's delegated officers and those involved in the matter receiving information about the complaint or appeal and along the way of its resolution.

False complaints, however, may result in a claim of defamation on behalf of the individual/group of people whose character or reputation have been defamed.

Any individual who believe they have an issue or complaint can deal with the situation themselves, by approaching the individual involved directly and stating their concern. This option is most appropriate when the individual feels comfortable approaching the individual involved.

The steps for self-management are:

- stay calm and polite
- describe the behaviour, not the person doing it
- describe the impact of the behaviour on the person
- make a clear and simple request that you wish for the behaviour to stop
- ask for a verbal agreement that the behaviour will not happen again.

LITA Training encourages all to voice any concerns that they may have at any point in their involvement with the organisation.

The organisation also acknowledges the need to fully support students and others in relation to complaints made.

Acting in good faith

A person should not be deterred from making a complaint due to any concerns. Generally, if a person making a complaint only discussed the complaint with appropriate people in the workplace or part of the leadership of the organisation and has acted in good faith, (i.e., not exaggerating the complaint out of spite), then the person will not be liable for defamation.

Informal – internal

The aim of informal proceedings is to resolve the issue. Informal action may provide a quick and effective resolution. Speak with your trainer/assessor and they may will intervene on your behalf or set up an informal mediation session. Where the LITA Training staff member was required to intervene, they will advise of the outcome within 5 days from the time you initially advised them of your issue.

Formal – internal

Formal procedures will be implemented where an early resolution to a complaint has been unsuccessful or an LITA Training employee, volunteer or student elects to lodge a formal complaint to the General Manager.

Formal complaints will be investigated by LITA Training impartially and promptly within 14 days of their lodgement.

- All concerns and/or complaints of harassment will be taken seriously and treated confidentially.
- The principles of natural justice and due process will be adhered to at all times whilst handling all complaints.
- Privacy will be maintained in all cases. Information will only be accessible to people whose job it is to deal with complaints.
- LITA Training recognises the need for proof of any allegation in order to take finite action.

Following the investigation of a formal complaint, the General Manager will make a finding in relation to the complaint and take appropriate action to resolve the complaint. The outcome of the investigation and action taken, if any, will be communicated back to the person who made the complaint within the 10 day period.

Should the nature of the matter likely to require more than 14 days to investigate, LITA Training will advise the student in writing of the possible delay. Where a complaint is likely to take more than 60 days to investigate, LITA Training will advise of this delay and commits to keeping the complainant up to date with the investigation.

Should you not be satisfied with the outcome, you have the right to ask for an independent and external review of the matter and LITA Training's decision.

The police will be notified in the case of any criminal offence, (i.e. assault, rape, indecent exposure, sexual assault). Whenever possible, this will only occur with the agreement of the person who has been the victim of the crime. This is classified as a critical incident – LITA Training has a separate policy and procedure in relation to managing such occurrences.

Further information on each of the steps in LITA Training's complaints handling are available in its *Complaints & Appeals Policy and Procedure*, available on its website: www.lita.org.au This also includes details of other agencies with whom you may wish to also lodge your complaint.

LITA Training staff will assist you to understand this policy and support you to lodge a complaint if required.

Appeals

Where a student wishes to express dissatisfaction with a particular assessment result and/or another adverse LITA Training decision against you, you may seek a review on the decision. All appeals must be received within 5 calendar days following the competency/RTO decision.

A similar 3 tier process to LITA Training's complaints handling will commence in an attempt to resolve the matter to the satisfaction of both parties. Further information on each of the steps in LITA Training's appeals handling are available in its

Complaints & Appeals Policy and Procedure, available on its website: www.lita.org.au This also includes details of other agencies with whom you may wish to also lodge your appeal.

LITA Training staff will assist you to understand this policy and support you to lodge an appeal if required.

Acting in good faith

A person should not be deterred from making an appeal due to any concerns.

Additional procedures for both complaints and appeals

Any action against an employee or student arising from a student complaint will be in line with the organisation's complaint and dispute resolution procedures. At any point throughout the procedure, students are able to involve a support person or representative to assist or advocate for them.

If you're not happy with the outcome of the complaint or appeal decision, you can contact the Australian Skills Quality Authority (ASQA). To find out more information please visit their website: <http://www.asqa.gov.au/complaints/making-a-complaint.html>. LITA Training's Complaints and Appeals Policy also provides advice of other places that you may also wish to consider lodging an external complaint, including with South Australian government departments' and agencies.

ATTACHMENT A

IMPORTANT LEGISLATION AND REGULATION THAT YOU NEED TO UNDERSTAND AND ADHERE TO

Work Health and Safety Act 2011

The Workplace Health and Safety Act provide a framework for managing health and safety risks in workplaces. The objective of the Act is to prevent anyone from being injured, seriously or otherwise, or contracting an illness caused by a workplace, workplace activities or specified high risk in operation of equipment/plant. This is achieved by preventing or minimising exposure to risk.

Complete Version of *Work Health and Safety Act 2011*

<http://www.comlaw.gov.au/Details/C2011A00137>

Competition and Consumer Act 2010

This Act covers most areas of the market: the relationships between suppliers, wholesalers, retailers, and consumers. Its purpose is to enhance the welfare of Australians by promoting fair trading and competition, and through the provision of consumer protections.

<https://www.legislation.gov.au/Series/C2004A00109>

Australian Consumer Law (2011)

Prohibits any misleading or deceptive statements made about the services provided and forms part of the *Competition and Consumer Act 2010* (above).

Electronic Marketing – Spam Act 2003

Prohibits the sending of unsolicited electronic messages, known as SPAM, with an Australian link without the consent of the user.

- Employees only collect personal information by lawful and fair means and for lawful purposes that are necessary for, or that relate directly to, a function or activity of the business.
- Employees must keep personal information secure, maintain its accuracy, and ensure that it is used only if it is relevant and complete.
- Guidelines regarding the use of Tax File Numbers and data matching in Australian Government departments and agencies.
- These acts promote equality of opportunity for everyone, by protecting from unfair discrimination.

These different acts ensure that there is no discrimination based on:

- Age

- Gender
- Marital status
- Parental status
- Race/culture
- Disability
- Religious beliefs
- Sexuality.

Victimisation is also against the law. Victimisation includes threatening, harassing or punishing a person.

<http://www.comlaw.gov.au/Details/C2013C00274>

National Vocational Education and Training Regulator Act 2011

<https://www.legislation.gov.au/Details/C2011A00012>

Standards for Registered Training Organisations (RTOs) 2015 and the Standards for Registered Training Organisations (RTOs) Amendment 2017.

<https://www.legislation.gov.au/Details/F2017C00663>

ASQA general directions

<http://asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html>

These three documents dictate how an RTO must operate in delivering nationally accredited training services.

Student Identifiers Act 2014

<https://www.legislation.gov.au/Details/C2014A00036>

This Act covers student's needs to have a unique student identifier (USI) as a legislated requirement for enrolling in any accredited training program.

AVETMISS Data Requirements 0.7 (up to 31 December 2018) and 0.8 (for 2019)

All RTOs are required to collect and report prescribed information and data from enrolling students through to completion. This is known as 'Total VET Activity' data.

https://www.ncver.edu.au/__data/assets/pdf_file/0024/60477/Get-ready-for-release-8.0.pdf