

# STUDENT HANDBOOK



**LEAD** Working with you  
in the right direction



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LEAD Disability Services  
Student Handbook  
Registered Training Organisation

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## WELCOME TO LEAD

LEAD Disability Services has been servicing the Canberra Community since 1990 LEAD is a Registered Training Organisation (RTO), Labour Hire Service, Disability Employment Service Provider (DES) and an Access Provider through the NDIS Scheme. In June 2018 LEAD Disability Services opened offices in New South Wales and Queensland tailoring our services in each area.

At LEAD we believe that you should truly be able to live the life you choose. To do this we need to listen to your voice, be receptive to your ideas, and be flexible in the way we provide assistance to you. Our challenge is to affirm the life potential of people as they take their place in the rich tapestry of our diverse community.

### LEADS Vision Statement

**LIVE** the life you choose,  
**EXPERIENCE** success and be allowed to fail,  
**ACCESS** all the community has to offer, and  
**DEVELOP** to become the greatest version of yourself

## LEAD RTO

Thank you for choosing to study with LEAD. We wish to provide you with a flexible approach to your learning experience that will accommodate your strengths and develop your skills. The Trainers at LEAD have extensive experience in their chosen areas of industry. They will assist you in developing individual approaches to your training plans to encourage ongoing development.

Seeing you through to successful completion will require your co-operation and commitment. Keeping in contact with your Trainer and advising them of your progress is very important to your ongoing success. The Team at LEAD RTO welcomes you and wishes you all the best in your time with us. This Student Handbook will assist you in settling into LEAD RTO. After you have finished reading this handbook if you have any questions please discuss this with your Trainer.

## UNIQUE STUDENT IDENTIFIER (USI)

Since 1 January 2015, all students completing Nationally Recognised Training are required to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference code made up of letters and/or numbers. Creating a USI is free. It creates a secure online record of your Nationally Recognised Training that you can access anytime and anywhere, and it's yours for life. Therefore you should keep your USI number in a safe place.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's Nationally Recognised Training and qualifications gained anywhere in Australia, from different training organisations, will be recorded.

The USI:

- Links a student's VET achievements, regardless of where in Australia they did the training
- Let's students easily access secure digital transcripts of their achievements
- Gives students more control over their VET information.

Students are requested to create their USI prior to starting their course with LEAD. Information on the USI can be found at: <http://www.usi.gov.au>

## ENROLMENT

At Student enrolment you will meet your Trainer and be asked to do the following:

- Fill out the Student Enrolment Form
- Register your USI number
- Present two (2) forms of identification, one form must be photographic identification
- Complete an Initial Skills Assessment
- Select your units
- Complete a Training Plan (if required)
- Discuss the mode of delivery (for example on-line or hard copy)
- Discuss a time line with your trainer for completion of the qualification

Your trainer will then provide you with a Training Calendar within 2 weeks of enrolment outlining unit completion dates to meet this time line and a schedule of visits by the trainer or a schedule of class room dates dependent on training delivery mode.

## TRAINING DELIVERY MODE

LEAD may use one (1) or a combination of the training delivery modes listed below to assist you to achieve competence in your units.

- **Classroom Based** - this is training that takes place away from a student's work place either off the premises or in a separate training area in the work place and usually involves face-to-face training
- **Electronic Based** - uses electronic media to deliver training/courseware
- **Employment Based** - this is training conducted in the work place utilising the skills and duties you use in your daily work routine. The training can be delivered by your LEAD Trainer or your workplace supervisor.

- **Other** - may include distance learning or self-paced study, project work, e-learning approaches, alternate assessments etc. to demonstrate competence against the unit elements.

## ASSESSMENT

To complete a unit, competence against the elements in that unit needs to be demonstrated. To be competent means you have demonstrated your skill or knowledge currently and over time. There are many ways to demonstrate competency and LEAD Trainers are very happy to work with your strengths and nurture your development to assist you in achieving competence.

### Assessment differences with qualification levels

When you are demonstrating your competence, you are required to demonstrate it to the level of qualification you are studying. This is more easily done if you understand what is expected of you. Listed below is a brief description of the detail that is expected at each level of qualification:

- A **Certificate II** requires you to be able to perform the task
- A **Certificate III** requires you to be able to perform the task and understand why you are performing the task
- A **Certificate IV** requires you to be able to perform the task, understand why you are performing the task and be able to explain it to an independent party
- A **Diploma** requires you to be able to perform the task, understand why you are performing the task, be able to explain it to an independent party and then prove yourself through researching your findings

### The Principle of Competency Based Training

The aim of Competency Based Training is to assess the student's ability to undertake the activities in each unit rather than sit an exam that has a specific "pass mark". Your Trainer will assess your ability (or competence) to carry out the activities in each unit of your course. Competencies include the skills and tasks that are required for you to participate in workplace activities. When you are being assessed on these activities, you will be required to perform them to the level required of the qualification you are studying. Evidence of tasks being completed in the work place will need to be produced; you can organise this with your Trainer.

### Knowledge Assessments

Knowledge Assessments can be written or verbal. Knowledge Assessments in Vocational Training are only marked as Competent (C) or Not Yet Competent (NYC). Knowledge Assessments assess your ability (but not limited to) to recall information, comprehend information, research information, communicate through written media or demonstrate computer skills

### Projects

Your trainer may give you a project to do that groups several units together. The project can be a combination of Knowledge Assessment and Competency Based Training

## APPEALING ASSESSMENTS/ACADEMIC RESULTS

### Assessment Appeals Policy

All Students have the right to appeal assessment outcomes. They must do so within seven (7) days of the notification of an assessment result. Appeals must be in writing. Students can ask their Trainer or

request to speak with the Operations Manager RTO to discuss how the Appeals Process works otherwise see below for the how to “Lodge an Appeal”.

### Lodging an Appeal

- Students lodge a written appeal to the Trainer within seven (7) days of notification of the assessment outcome. May be submitted via email to Operations Manager RTO
- The Trainer discusses the grievance with the student, and informs the Student of the decision both verbally and in writing.
- If the Student is unsatisfied with the decision, then an appeal may be lodged with the Operations Manager RTO in writing.
- The Student may be reassessed by a second Trainer based on the decision of the Operations Manager RTO. The decision and reassessment outcome is recorded in writing and is considered to be the final result.
- If the Student considers that the appeals process was unsatisfactory, they may contact the appropriate funding authority to discuss the assessment outcome. LEAD will provide details of that contact.

### Appealing Academic Results

The Student is issued with a Unofficial Transcript (results) on the final day of their training program. The Student has a period of thirty (30) days from the last official date of their course to appeal their results before the Student receives their Qualification or Statement of Attainment. If the student wishes to appeal they should follow the “Lodging an Appeal” process

## COURSE MATERIAL

LEAD utilises two (2) types of course material hard copy (books) or on-line (through e-learning). To use on-line courseware you need access to a computer with internet and PDF access

All students will be issued with Work Health and Safety unit, if this is in their Training Plan, as their first unit to achieve.

Once your first unit is complete you are able to request the unit you would like next

### On-line course ware

- Maximum of 2 units open at a time after first unit completed
- 2 working days’ notice for new unit to be opened
- Email request to your trainer for new unit to be opened

### Hard Copy Course ware

- Maximum of 2 units open at a time after first unit completed
- 7 working days’ notice for new unit to be issued
- Email request to your trainer for new unit to be issued

*See also invoicing*



## QUALIFICATIONS ISSUED

### Qualification

A qualification is issued when the Student has completed all requirements for assessment as listed in the current training plan.

### Statement of Attainment

A Statement of Attainment is issued where students have only partially completed the requirements for qualification. This may be issued for the following reason:

- The student does not complete the full requirements for the qualification; or
- A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

### Receiving your Certificate/Statement of Attainment

Your Certificate or Statement of Attainment will be printed 28 days after your successful completion of your training program. You can pick up your Certificate or Statement of Attainment from LEAD office, 54 Marcus Clark Street, Level 3, Canberra City Act 2600. You can opt to have your Qualification/Statement of Attainment mailed to your registered postal address. If qualifications are not picked up within 2 weeks of the printed date they will be mailed to your registered postal address.

### Change of Address/Contact Details

Please ensure that you advise LEAD should your contact details change (name, address and telephone number). It is important that we have your current contact details so that your Qualification/Statement of Attainment and correspondence is received promptly.

## INVOICING

An invoice will be issued to you after your enrolment form is processed. Your second unit of course ware will not be released without your invoice being paid.

## FEE WAIVER

Fee Waiver applies for Student Enrolment fees only

Your Student Enrolment fee can be waived if:

- You are a *person with a disability* and can provide evidence that is accepted by the State Training Authority, Training and Tertiary Education (Skills Canberra) such as a Disability Pension card. Please ask your Trainer for advice on current evidence accepted.
- You are receiving a *current Government Pension* and can provide evidence of receiving this pension. Please ask your Trainer for advice on current evidence accepted by the State Training Authority Training and Tertiary Education (Skills Canberra).
- You are in *financial hardship* and can provide evidence that will be accepted by the State Training Authority Training and Tertiary Education (Skills Canberra). Please ask your Trainer on current evidence to supply.

**Please note:** no training material will be released until you have supplied your evidence for Enrolment Fee Waiver

## RESUBMISSION OF UNITS

Students from time to time will be asked to resubmit some course work. At this time their Trainer will provide them with guidance on what has occurred and how they can provide a more well-rounded response.

For each unit you have three (3) submissions available to you. If your trainer returns a unit to a Student which requires changes, your trainer will provide you with information regarding why the unit is not yet competent.

If it is returned again for a **fourth time** and is found not yet competent then the trainer will take the following course of action:

- You will be given a new unit to do and be found Not Yet Competent in the submitted unit (this will be at no cost to you for the first submission)
- If the unit is a core unit then you will be given a new set of assessments to demonstrate the elements by the trainer but you will not be able to repeat the previous assessments (this will be at no cost to you for the first submission)
- You will be reviewed for your suitability to continue in the current training package at the current level. LEAD will **endeavour** to match you to a more suitable program for your learning needs at the time. You have the right of appeal if you disagree with the outcome.

**Please note:** Fee's for resubmission cannot be waived under "Fee Waiver" section of this document.

## REFUNDS

Refunds of fees will only be made in the following circumstances:

- Where a student has overpaid fees the whole overpayment will be refunded;
- LEAD cancels the training and cannot make arrangements to conduct the course at a later date, a full refund shall apply upon return of all learning resources and equipment;
- If a student withdraws prior to the program induction, providing at least fourteen (14) days' notice in writing from the proposed commencement date, there will be no penalty and a full refund will apply if the student returns all issued material;
- In circumstances beyond the students control, such as substantiated injury, ill health, bereavement or other appropriate reasons subject to the acceptance of the Operations Manager RTO. The initial enrolment component of the course will be held by LEAD and the refund portion will apply to the remainder of payments made. Pro-rata refunds will be provided [Total Agreed Payments multiplied by the percentage of units completed];
- In the case of a Fee-for-Service participant where all course fees have been paid and they wish to terminate their program after commencement. The initial enrolment component of the course will be held by LEAD and the refund portion will apply to the remainder of payments made. Pro-rata refunds will be provided [Total Agreed Payments multiplied by the percentage of units completed];
- The Operations Manager RTO is of the opinion that the student would be unreasonably disadvantaged if a refund was not granted, for example if a student met with a serious misadventure and was unable to continue with the enrolment;

Where refunds have been approved for reimbursement, a cheque is raised or EFT payment processed by LEAD Financial Administration and issued to the student or employer within 21 days of the refund being approved by the Operations Manager RTO

NO fees will be refunded or credited if a student fails to attend classes or partially attends a course

All fees are to be paid in full prior to issuing of a Qualification or Statement of Attainment.

## REISSUING OF QUALIFICATIONS

If you wish to obtain a replacement Qualification or Statement of Attainment, place your request in writing to the Operations Manager RTO. In your request please provide the following:

- Evidence of who you are (at least 3 forms of ID one being photographic)
- What Qualification or Statement of Attainment you would like replaced
- Reason for needing a replacement
- When were you a student of LEAD Disability Services
- When did you receive your original Qualification or Statement of attainment from LEAD

Replacement Qualifications or Statements of Attainment will incur a cost of \$35.00 per replacement

## DISABLED AUSTRALIAN APPRENTICE WAGE SUPPORT (DAAWS)

Disabled Australian Apprentice Wage Support (DAAWS) is an Australian Government incentive payable to an employer who employs an Australian School Based Apprenticeship (ASBA), Traineeship or Apprenticeship who satisfies the disability eligibility criteria in an Australian Apprenticeship. DAAWS also supports one-on-one assistance for tutorial, interpreter and mentor services for apprentices.

LEAD accesses DAAWS funding to provide additional support with tutorial and mentoring services for Students who meet the criteria. To access DAAWS you will need to fill out additional paperwork and have a medical review. LEAD will assist you through this process.

DAAWS enables Students to reach their full potential as a skilled worker and to ensure that they are not excluded from participation due to potential barriers students may meet along the way. You can find more information on DAAWS at:

<http://www.australianapprenticeships.gov.au/programmes/support-australian-apprentices-disability>

## STUDENT CODE OF CONDUCT

LEAD's Student Code of Conduct is designed to facilitate inclusive learning in a safe and supportive environment. The Code of Conduct forms the basis of the behavioural standards for all students. The Student Code of Conduct provides a framework to monitor a student's personal and educational development and behaviour during their training course with LEAD in the following areas:

- Attitude and communication
- Attendance and punctuality
- Conduct and personal appearance

All students must adhere to the Student Code of Conduct and failure to follow this can result in being discharged from LEAD Disability Services RTO.

### Students will:

- Be honest in their endeavours.
- Be fair, impartial and equal in dealing with other students, trainers, and the public who provide workplace experience.
- Be accountable for their actions in the classroom and in the workplace
- Strive for excellence in everything they attempt

- Undertake activities and respond to reasonable lawful instructions with skill, care, honesty and diligence
- Comply with legislation, regulations, determinations, awards, policies and procedures, which relate to their training activities.
- Deal with other people honestly, equally, impartially, in a way which is sensitive to their rights
- Conduct themselves in a way which enhances the image and reputation of LEAD
- Respond to feedback in a professional manner
- Dress in an appropriate manner for example professional attire if working in an office, personal protective equipment if on site at a building site.
- Follow Work health and Safety (WHS) Procedures at all times (see WHS responsibilities of Students)
- Follow course time lines set by Trainers for submission of course work
- Refrain from using offensive language or violent behaviour during training session times
- Turn mobile phones off during training session times unless otherwise instructed by your Trainer
- Not Plagiarise
- Not attend training under the influence of alcohol or illicit drugs
- Complete Self-paced Learning Work Books/Modules, Training Record Books and/or assessments as required and specified in your individual training plan.
- Advise their Trainer of any concerns you may have about the progress of your program/course
- Advise their trainer if they are unable to attend a training session prior to commencement of the training session including work place visits.

## WORK HEALTH AND SAFETY RESPONSIBILITIES OF THE STUDENT

It is a legislative requirement to be responsible in Work Health and Safety (WHS) please see the following web sites for the WHS legislation

- ACT legislations- <http://www.legislation.act.gov.au/a/2011-35/default.asp>
- NSW Legislation- <https://www.legislation.nsw.gov.au/#/view/act/2011/10/full>
- QLD Legislation- <https://www.legislation.qld.gov.au/view/html/inforce/2017-11-13/act-2011-018>
- Australian Government Legislation- <https://www.legislation.gov.au/Details/C2017C00305>

Whilst you are a Student with LEAD you are required to adhere to WHS in the following ways:

- Take responsible care for your own safety and safety of others in the workplace/classroom while undertaking training session.
- Clean up, store equipment and tools correctly upon the completion of the task.
- Seek supervision when performing task for which you are not fully trained or qualified.
- Report any hazard or equipment faults to your supervisor/trainer.
- Use all personal protective equipment (PPE) and clothing required for the particular task.
- Follow safe work practices for each process, no short cuts, or misuse of equipment, adhere to site rules.
- Report incidents and near misses to your trainer and assist in the improvement in workplace practices.
- Report accidents and assist with investigation (as required).
- Provide feedback to employers during consultation on WHS issues.
- Provide information to the training, quality and safety representative or committee on workplace safety and potential improvements.
- Participate in workplace consultation on WHS and procedural issues.
- Read WHS information posted in the workplace and abide by it.

- Maintain the currency of any licenses, and advise your trainer if the license has been suspended within one (1) working day of suspension.
- Participate in staff meetings and “toolbox” sessions provided by supervisors/trainers to discuss WHS issues.

Failure to follow the above outlined or to adhere to safe practice in training sessions will result in having your training suspended, being expelled from LEAD RTO or fines or imprisonment as per WHS Legislation

## ACCESS AND EQUITY POLICY

LEAD Disability Services Access and Equity policy is as follows:

**Access** – LEAD services are available to eligible students free of any form of discrimination irrespective of a person’s country of birth, language, culture, race, gender, disability, political beliefs, religion or sexuality.

**Equity** – LEAD services are provided on the basis of relative need.

**Communication** – LEAD informs students about services, the assessment process and how they can obtain their entitlements. They consult with their students regularly about the adequacy, design and standard of their services.

**Responsiveness** – LEAD services are sensitive to the needs and requirements of students from diverse backgrounds, and responsive as far as practicable to the particular circumstances of individuals. This includes the offering of flexible learning opportunities for those who may be culturally or geographically disadvantaged.

**Effectiveness** – LEAD is ‘client outcomes oriented’ and focused on meeting the needs of students from all backgrounds.

**Efficiency** – LEAD optimises the use of available public resources through a client-responsive approach to service delivery.

## HARASSMENT POLICY

Harassment is any behaviour which is not asked for, not wanted and happens because of a person’s gender, ethnicity, age, marital status, pregnancy, disability, personal appearance or sexual preferences. It is important that you consider your actions carefully before you interact with people in the workplace. All staff and students are required to tolerate and respect the rights and differences of others including religion, sexuality, gender and cultural differences.

Harassment can present in many forms verbal, nonverbal or physical:

### Types of verbal harassment

- Sexual or suggestive remarks, face-to-face, obscene phone calls, faxes, e-mails and letters.
- Making fun of someone including imitating a person’s accent or mannerisms.
- Spreading rumours about people whether true or false.
- Offensive jokes, threats or insults.
- Propositions (sexual connotations).
-

### **Types of non-verbal harassment**

- Suggestive looks, unwelcome practical jokes.
- Displaying or circulating sexually suggestive, offensive, degrading, insulting or racial material.
- Offensive gestures, unnecessary leaning over someone.
- 

### **Types of physical harassment**

- Unnecessary physical contact, patting, touching, hugging, kissing against a person's will including putting a hand or object in to someone's pocket.
- Indecent or sexual assault or attempted assault.
- Physical violence delivered by hand, foot or head.
- 

### **What should you do if you find yourself being harassed?**

- Tell the person(s) to stop.
- Tell them you do not like what they are doing and that it is offensive.
- Fully document what happened, what was said and what you have done
- Pursue the grievance process to resolve the issues

LEAD strongly encourages you to report any harassment you experience. Harassment will not be tolerated under any circumstances.

## **ANTI-DISCRIMINATION POLICY**

LEAD's enrolment policy shall provide for its Students equal opportunity regardless of sex, race, colour, national origin, age, religion or physical or mental barriers, and shall not show favouritism or grant any special favours to any student.

All Students applying for training will be required to complete the same processes prior to selection for courses. Access to courses will be judged on the basis of individual merit with waiting lists prioritised using "first come first served process". Courses that are funded will be selected by the requirements of the course funding requirements. Enrolment and assessment procedures are documented. Please refer to LEAD Disability Services "Grievance Process" if you would like a decision reviewed.

## **GRIEVANCE POLICY**

LEAD will endeavour to resolve all grievances and complaints in a timely manner, and within a safe and supportive environment. LEAD encourages students to register their grievance or complaint to ensure that it is addressed.

Grievances and/or complaints may relate to any aspect of service provision, employment conditions or Registered Training Organisation Issue where LEAD is involved.

Grievances may be made confidentially and without fear of ridicule or retribution and should always be made known in writing or verbally (backed up in writing) as soon as possible.

Anyone making a complaint or having a grievance addressed has the right to be accompanied by an advocate/industrial officer, trusted person or interpreter of their own choice. Any staff member/student involved in a grievance has the right to be made aware of a grievance against them and to have the opportunity to reply. (The right to confidentiality may not be extended at this time depending on the situation).

Parties involved will be informed within five days of complaint being received and what steps are being taken to investigate the complaint.

## How do I Lodge my Grievance

- In writing or verbally (backed up in writing) to the Operations Manager RTO
- Operations Manager RTO will respond within 5 working days with a plan of progress for your grievance or a completed response.
- If you do not like the outcome of the response you can follow the “appeals process”

## AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

LEAD adheres to standards outlined by ASQA. This provides for high quality training and development in a learning environment. LEAD Management and Trainers will ensure that adequate learning resources are available and an environment conducive to learning is maintained at all times in the classroom, during practical instruction and on-site training/work. ASQA standards for all Registered Training Organisations (RTO's) for 2015 are:

- **Standard One** - LEAD's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and Vocational, Educational and Training (VET) accredited courses.
- **Standard Two** - The operations of LEAD is quality assured.
- **Standard Three** - LEAD issues, maintains and accepts Australian Quality Framework (AQF) certification documentation in accordance with these Standards and provides access to learner records.
- **Standard Four** - LEAD provides information about its services on their website [www.lead.asn.au](http://www.lead.asn.au) Information about LEAD's performance can be requested from the Operations Manager RTO this information is available to inform prospective and current Students and clients.
- **Standard Five** - Each learner is properly informed and protected.
- **Standard Six** - LEAD records complaints and appeals, acknowledges and deals with them fairly, efficiently and effectively (please see complaints and appeals process).
- **Standard Seven** - LEAD has effective governance and administration arrangements in place.
- **Standard Eight** - LEAD cooperates with the VET Regulator and is legally compliant at all times. For the ACT this is Training and Tertiary Education (Skills Canberra) Chief Ministers Economic Development Directorate

## LANGUAGE LITERACY & NUMERACY (LLN)

LEAD acknowledges its responsibility to support student's in various ways. During induction LEAD will conduct an Initial Skills Assessment with you to assess your capabilities based on the course you are completing. This assessment will assist in identifying any areas in your skills in particular Language Literacy and Numeracy that with some assistance or support would provide you the ability to successfully complete the course you have chosen.

This assessment does not have any score or grade. LEAD can use the information to make informed decisions about your capacity to meet the course requirements and ascertain whether any additional support might be required.

## RECOGNITION OF PRIOR LEARNING OR CURRENT COMPETENCE

All Students applying to LEAD will be given the opportunity to seek Recognition of Prior Learning (RPL) for industry skills or life skills for which they believe some credit or credit transfer (CT) may apply to the courses they wish to access.

Students will be interviewed and relevant experience detailed and mapped against the content of the training program. Applicants with evidence of recognised qualifications will be granted automatic exemption/direct credit from units already achieved, where they meet the course requirements.

Those Students without a portfolio of evidence relating to their competency will be given an opportunity to demonstrate competence by challenge testing undertaken by experienced trainers/workplace supervisors.

Competence may be assessed by means of:

### Practical Demonstrations

- On the job demonstration
- Demonstration in the classroom environment
- Video performance
- Producing and completing items, photographs
- Fault finding

### Oral Assessment

- Oral presentation to assessor or panel
- Role play
- Debate of issues
- Interview
- Production of a tape or video

### Written Tests

- Formal examination
- Short answers
- Multiple choice
- Essays

### Project Work

- Case study
- Do-it-yourself tasks
- Group project
- Group discussion

### Documentation

- Certificates
- Support letters from employers
- Course outlines of previously studied courses



## REASONABLE ADJUSTMENT

LEAD Disability Services will endeavor to provide reasonable adjustment where appropriate to assist Students reach their best abilities. Reasonable adjustment allows for the provision of modifying the learning environment or making changes to the training delivered to assist a Student.

Reasonable Adjustments ensure that all Students have the same learning opportunities to perform and complete assessments.

### How do you apply for Reasonable Adjustment Consideration?

- If you require reasonable adjustment consideration please put your request in writing to your trainer. Your trainer may ask for medical confirmation before providing a response.
- Your Trainer will respond to you both verbally and in writing
- If you do not agree with the response you can put your request in writing to the Operations Manager RTO.
- The Operations Manager RTO will respond to you in writing

The purpose of reasonable adjustment is to make it possible for Students to participate fully. It's not to give Students an advantage over others, to change course standards or outcomes, or to guarantee success. Therefore the request for reasonable adjustment needs to be just that REASONABLE.

## CHEATING AND PLAGIARISM

LEAD Disability Services encourages a co-operative learning environment. All assessment material contained in your student workbook is to be completed on an individual basis and any work which is not your own should be appropriately referenced.

### Cheating includes but is not limited to:

- Using notes or other resources without permission during formal testing
- Stealing an examination or marking guide
- Submitting someone else's work as your own (regardless of whether or not you have the person's permission)
- Submitting an assignment that has been duplicated with or without modifications from another source including the internet
- Permitting another student to submit your work as their own
- Having more than one person work on a task and each student submitting a copy as individual work
- Using any part of someone else's work without proper acknowledgement

### Cheating does not include:

- Discussing course content and assessment tasks to better understand the subject and what is required with your Trainer or other students
- Submitting work completed independently or with the support of your Trainer
- Obtaining help to correct minor errors in spelling, grammar or syntax
- Submitting one assignment from a group of students where this is explicitly permitted or required
- Using other people's ideas where they are acknowledged in the appropriate way by referencing.

The integrity of a group project is the responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary process.

### What Happens if I am Found Cheating or Plagiarizing?

Allegations of cheating, plagiarism, collusion or interference with another student's academic work or performance will be referred to the Operations Manager RTO.

If you are found guilty of cheating or plagiarism the following courses of action may occur:

- Impose a penalty in relation to the unit being assessed or
- Award a "Not yet Competent" grade and disqualify you from continuing with that unit of study.
- If the Operations Manager RTO deems the conduct to be of a serious nature, the matter will be referred to the Executive Officer.
- The above courses of action would require you to attend an interview with the Operations Manager RTO.
- If the conduct is repeated, your enrolment may be terminated.

## FEEDBACK AND QUALITY IMPROVEMENT

LEAD Disability Services collects data regularly to monitor, manage and achieve continuous improvement in the delivery and assessment of its training programs. We value and welcome constructive feedback from all stakeholders regarding any aspect of our services.

Evaluation forms are distributed to students at various stages throughout their course including a government driven "Learner Questionnaire" which is distributed to students throughout the duration of your training program. Your cooperation in completing this questionnaire is appreciated.

Students wishing to provide management with feedback on any issues, concerns or areas for improvement are encouraged to email Operations Manager RTO on [jmcdonald@lead.asn.au](mailto:jmcdonald@lead.asn.au). We welcome feedback at any point during or after your training. Your feedback counts. Your response will help shape important decisions in our Organisation. The feedback will provide data that assists us to enhance the quality of education and training.

## PRIVACY STATEMENT

### Privacy Notice

Under the *Data Provision Requirements 2012*, LEAD Disability Services T/A LEAD RTO # 6022 is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by LEAD RTO for statistical, regulatory and research purposes. LEAD RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and

- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

### **ATTENDANCE AGREEMENT ( for classroom based course)**

I understand that a requirement of the course is attendance at all training sessions unless I have been granted Credit Transfer (CT) or Recognition of Prior learning (RPL) for that unit. If I am unable to attend due to serious illness or an emergency I will contact the trainer and arrange to complete the unit requirements before the next training session.

## QUALIFICATION AND ENROLMENT FEES FOR THE A.C.T.

### Categories of Funding available in the A.C.T.

There are three (3) categories of enrolment in the A.C.T.

**Apprenticeship:** Apprenticeships include Apprentices, Trainees and Australian School based apprentices (ASBA). The enrolment fee is \$350.00, nil further charge to the student is incurred as indicated in the table above

**Skilled Capital:** The enrolment Fee varies as indicated in the table above, nil further charge to the student is incurred as indicated in the table above

**Fee for Service:** This is the total cost of the price not funded through other means. Cost indicated in the table above includes \$350.00 Enrolment Fee. All students participating in training with LEAD through fee-for-service arrangements will have negotiated qualification costs. An individual payment agreement will be drafted for each student prior to commencing the program. Fee-for-Service students will be issued course resources progressively at payment stages.

LEAD will not collect more than \$1000 from individual students prior to the commencement of a training course with the total amount not exceeding \$1500 for fees paid in advance following commencement. It is a requirement that all course fees are paid 10 weeks prior to the scheduled program completion as outlined in individual student agreements. No exemptions or discounts apply under a fee for service arrangement.

### Completion bonus for the A.C.T.

Skills Canberra | Chief Minister, Treasury and Economic Development Directorate| ACT Government, offers a completion bonus for those students enrolled in an Australian Apprenticeship, Traineeship, ASBA or Skilled Capital funded qualification. To qualify you must:

- Complete the full qualification
- Complete a questionnaire sent to you from Skills Canberra

The Completion Bonus is paid by Skills Canberra directly to the Student. Communication about the completion bonus should be forwarded to [skills@act.gov.au](mailto:skills@act.gov.au) subject line “completion bonus”

## LEAD DISABILITY RTO SERVICES CONTACT NUMBERS

|  |         |  |
|--|---------|--|
| <b>Head office- Canberra</b>                             | Phone   | 02 6257 7088   |
|  | Address | Level 3, 54 Marcus Clark st<br><b>Canberra City 2601</b>                               |
|  | website | <a href="http://www.lead.asn.au">www.lead.asn.au</a>                                   |
| <b>Chief Executive Officer (CEO)</b><br>Ms Keryl Neville | Phone   | 02 6257 7088   |
|  | email   | <a href="mailto:kneville@lead.asn.au">kneville@lead.asn.au</a>                         |
| <b>Operations Manager (RTO)</b><br>Ms Camilla Nalder     | Phone   | 02 6257 7088   |
|  | email   | <a href="mailto:cnalder@lead.asn.au">cnalder@lead.asn.au</a>                           |
| <b>NSW Office</b>  | Phone   | 02 4934 9920   |
|  | Address | Suite 20 & 21 Maitland Serviced Offices<br>3/12 Ken Tubman Drive,<br>Maitland NSW 2320 |
| <b>NSW Area Manager</b><br>Mary Neville                  | Phone   | 02 62577088  |
|  | Email   | <a href="mailto:mneville@lead.asn.au">mneville@lead.asn.au</a>                         |
| <b>QLD Office</b>  | Phone   | (07) 33870107  |
|  | Address | Suite 17 Unit 8<br>M1 Business Centre<br>3972 Pacific Highway<br>Loganholme, QLD 4129  |
| <b>QLD Area Manager</b><br>Ms Kim Watson                 | Phone   | (07) 33870107  |
|  | Email   | <a href="mailto:kwatson@lead.asn.au">kwatson@lead.asn.au</a>                           |
| <b>Invoicing Enquiries</b><br>Rasmin Shrestha            | Phone   | 02 6257 7088   |
|  | email   | <a href="mailto:rshrestha@lead.asn.au">rshrestha@lead.asn.au</a>                       |