



STUDENT INFORMATION HANDBOOK

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STUDENT INFORMATION HANDBOOK

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Welcome and thank you for choosing LD Training as the provider for your training. We look forward to assisting you in achieving your goals.

HOURS OF OPERATION

Office Hours: 8:00am– 5:00pm

Contact Details: LD Training
PO Box 1067
Emerald QLD 4720
Phone: 07 49875 648
Email: info@ldtraining.com.au

COURSES OFFERED AND VOCATIONAL OUTCOMES

LD Training is a Registered Training Organisation offering nationally recognised training for the Mining, Civil and Heavy Vehicle Industries. A full list of LD Training's approved units and qualifications can be viewed online at <https://training.gov.au/Organisation/Details/31520>.

Our training is tailored specially to meet employers' and students' needs.

As an LD Training student/candidate, you will gain the knowledge and skills to equip you to work anywhere in Australia.

Course Information

Flyers have been developed for all public courses offered within our current scope of registration to assist the learner in their registration of training. General Course information is also available from www.ldtraining.com.au.

EDUCATIONAL STANDARDS

LD Training maintains policies and management systems which provide for the highest educational and professional standards in Australia for the marketing and delivery of vocational education and training services, which safeguard the interests and welfare of students. We maintain a learning environment, which is conducive to the success of the students. We have the capacity to deliver courses by using appropriate methods and materials.

HEALTH AND SAFETY

LD Training accepts its legal and moral obligation as required under the current Work Health and Safety Act and is committed to ensuring the health and safety of all persons who may be affected by its operations and activities.

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Students also have obligations under the Work Health and Safety Act whilst participating in training. These obligations will be outlined at the commencement of the training. Training on specific industry hazards is incorporated in the training program.

Welfare and Guidance Services

We will endeavour to provide welfare and guidance to all students / clients. This includes:

- Work Health and Safety
- review of payment schedules when requested
- learning pathways and possible RPL and RCC opportunities
- provision for special learning needs
- provision for special cultural and religious needs.

First Aid

If a Student requires first aid, please ask any LD Training staff member for assistance.

Personal protective safety equipment

During your training activities the training facilitator and/or assessor will advise you of the personal protective safety equipment requirements.

You must wear this personal safety gear as directed. Failure to follow instructions in this area will result in a final mark of "Not Competent".

For minimum requirements refer to Mandatory Dress Requirements detailed below.

MANDATORY DRESS REQUIREMENTS

It is the responsibility of the course participant to acquire their own PPE as there will be No Entry to the LD Training, training facility unless mandatory PPE is worn. PPE requirements that apply to all courses including Generic Inductions to Coal Mining are as follows:

Mandatory PPE Requirements

- Long Sleeve Hi-Visibility Shirt; (or Long Sleeve Shirt with a Hi-Visibility Vest)
- Long Pants (Jeans are Acceptable)
- Steel Cap Safety Boots
- Additional PPE Requirements
- Hard Hat
- Ear plugs
- Safety Glasses

Attendance without Mandatory PPE required will result in NO ADMITTANCE to course and a forfeit of course fees.

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STUDENT / CANDIDATE CODE OF CONDUCT

Attendance and Punctuality

Just *as* an employer would expect punctuality, and full attendance, to enable productivity levels to be maintained, so your full attendance at the course is required. If for some unavoidable reason you are unable to attend, or are likely to be late, you are required to contact LD Training and advise us of your change of plans.

Appearance

- Neat casual attire is required.
- Safety gear must conform to the mine site or construction site requirements.
- If the course is being conducted at the LD Training Centre an acceptable level of safety clothing is:
 - safety boots
 - safety hat
 - safety glasses
 - high visibility long sleeved shirt and long trousers
 - hearing protection must be accessible if required.

Note: It is the responsibility of the student to provide their own PPE. Entry to the training facility may be refused if PPE is not worn.

Acceptable Language and Behavior

At the commencement of the course, your trainer will outline what we consider to be acceptable language and behaviour. While under the direction of our trainers and assessors you will be required to adhere to these standards.

Mobile Phones and Devices

Mobile phones and personal entertainment devices must be switched off when you are being trained and assessed.

Smoking

Smoking is not permitted indoors or in the training areas. Smokers are required to smoke in the designated areas only and abide by the rules of the mine or company where the training and assessment is taking place.

Alcohol/Drugs

At no time should alcohol be consumed prior to or during the training sessions. Being under the influence of alcohol or illegal drugs will result in the termination of your program. If you are required to take prescription drugs for medical reasons, please provide written advice to this effect. You may be tested for alcohol and illicit drugs prior to operating equipment or participating in any form of training.

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Disciplinary Procedure

To ensure all students receive equal opportunities and gain the maximum from their time with us, the following rules will apply to all students. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and / or the course which may result in the qualification or competency not being awarded.

Dysfunctional behaviour may include:

- continuous interruptions to the Trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other students/candidates
- discriminatory behaviour such as harassment and bullying
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities
- continued absence at required times
- willfully disobeys a lawful request of the employer/RTO
- class attendance whilst under the influence of alcohol or any non-prescriptive drugs.

The action taken will depend on the student's history and the seriousness of the alleged offence/s. Any person subject to disciplinary procedures has the right of appeal, in writing to LD Trainings' management who will carry out an appropriate investigation and respond according to the Complaints and Appeals Policy.

Academic Misconduct

Students must not cheat in assessment and must ensure that they do not plagiarise. LD Training expect our students to accept responsibility for their own actions and work performance. Therefore academic misconduct of plagiarism, cheating or collusion, in any form, will not be tolerated.

Students are required to sign an Assessment Summary Cover Sheet that includes a declaration that the content of the assessment is all their own work. By signing this declaration and submitting their completed assessment the student accepts the terms of assessment and more specifically declares that the work they are submitting is their own.

All trainers and assessors have an obligation to identify and investigate any possibility of cheating, plagiarism or collusion. Before any penalties or sanctions are imposed on a student, appropriate consultation between the trainer and assessor directly involved with the student and the CEO must be held.

A student found guilty of deliberate cheating/plagiarism may be subject to the following penalties:

- formal warning from the CEO and a notation in the student's file, and
- marked as Not Yet Competent or Not Satisfactory in the course / unit respectively.

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A student may appeal against the imposition of a penalty for cheating/plagiarism in writing to the CEO as outlined in the procedure on page 17 of this Student Handbook.

STAFF / STUDENT RESPONSIBILITIES

LD Training is an Equal Opportunity Employer and rejects discrimination and harassment. All employees, contractors, consultants and clients will be treated on their merits without regard to race, age, sex, marital status, ethnicity or any other factors. Therefore, it will be expected that every staff member will treat each client with respect.

However, as LD Training also has an obligation to protect the staff within its employment, any report of discrimination or harassment must be presented in writing. All complaints will be treated seriously and investigated promptly, confidentially and impartially.

Students of LD Training are responsible for their own actions, this includes:

- Complying with the policies and procedures within the Student Handbook.
- Participating in all training activities by asking questions and interacting with other students.
- Communicating with the Trainer any struggles that you may be having, especially if it will affect your training and assessment.
- Thinking of the classroom as your workplace, are you a good work colleague?
- Dressing appropriately for the classroom, as if you would dress for your workplace.
- Challenge yourself in the classroom, you will thank yourself later when you have a better understanding of the training that was delivered.
- Completing all assessment requirements required to determine your competency.
- Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment.
- Pay all course fees prior to course commencement.
- Finding ways to relate to your reading and writing. What original thoughts and experiences can you bring to the course to make it come alive for yourself?
- Being in the training, participate, don't jeopardise your own learning by not participating.
- Surround yourself with other students who can help you. You don't have to be best friends with everyone you seek advice from but find friends or acquaintances that will help you to be the best you can be.

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COVID-19

If a student/visitor/staff member develops symptoms of Covid 19, they will be encouraged to take a covid test and asked not to return to the classroom until they have recovered. Individuals with mild illness are generally considered recovered after 7 days.

All personnel are encouraged to practice good hygiene by:

- washing their hands frequently with soap and water, before and after eating, and after going to the toilet
- covering any coughs and sneezes, disposing of tissues, and using alcohol-based hand sanitiser
- practicing social distancing if unwell e.g. staying more than 1.5 metres away from others. Where this is not possible the use of face masks is encouraged.

Health Department resources are in use to educate personnel on these requirements (e.g. posters etc.)

LD Training Venue

LD Training will ensure:

- Indoor and vehicle hard surfaces such as table tops, seat belt buckles, arm rests etc. to be cleaned and disinfected between courses
- Frequently handled surfaces, including door handles, to be cleaned and disinfected between courses
- Personnel cleaning to wear gloves and wash hands with soap and water after cleaning.

LD Training Trainers will ensure the above requirements are also utilised when training is conducted at employer sites.

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ACCESS AND EQUITY (INCLUDING DISCRIMINATION AND HARASSMENT)

Our Access and Equity policies ensures that student selection decisions comply with equal opportunity legislation.

Equal Opportunity, Dignity and Respect, Discrimination and Harassment

All learners will be trained in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our equal opportunity, harassment and discrimination procedures ensure that students and clients are treated with respect. Regardless of cultural background, gender, sexuality, religion, disability or age, candidates/learners have the right to be treated with dignity and respect, in a fair and considerate manner, while studying in an environment that is free from discrimination and harassment.

Discrimination or harassment of staff or students/candidates, by any member of the training and learning environment, is unacceptable, and contrary to the values we uphold. All members of LD Training are expected to maintain an environment where individual differences are accepted and respected, and all can participate fully in training.

In accordance with the current Anti-Discrimination Act, the learning and working environment will be free from discrimination, harassment, and victimisation and bullying. Any grievances of this nature or any other form of discrimination or harassment will not be tolerated – and if proven to be true - will result in disciplinary action being taken.

For further information please request a copy of LD Training's Anti-Discrimination, Harassment and Anti-bullying and Dignity and Respect policies and/or follow the links listed below:

- Anti-discrimination – <https://www.qhrc.qld.gov.au/>
- Workplace bullying – <https://www.qld.gov.au/law/your-rights/>

MENTORING AND SUPPORT SERVICES (INCLUDING LLN)

Ongoing mentoring and support services are provided by LD training throughout the course of your studies. If you are experiencing difficulties, it is important to talk with your trainer. This can help you overcome difficulties at an early stage. LD Training can provide skills and training needs analysis, support with literacy and numeracy, administration and course co-ordination, student counselling, access to resources and referral to specialist services.

Language Literacy and Numeracy

LD Training requires all students enrolling in accredited training to discuss any language and literacy problems that they have. All training material has been designed so that it is compatible with grade 9 Queensland standards. Manufacturers handbooks and technical information written by other parties may not meet our criteria. Our trainers will assist to the best of their abilities however we must advise that the student may have to read technical information from time to time such as equipment monitoring systems. A level 3 LLN Assessment is located at the rear of this Student Handbook.

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UNIQUE STUDENT IDENTIFIER (USI)

From 1st January 2015 each student must have a Unique Student Identifier (USI) to obtain their certificate when studying nationally recognised training within Australia. This includes studying at a private training organisation (RTO), completing an apprenticeship or skill set, and certificate or diploma course.

A USI gives you access to your online USI account which will help you keep all your training records together. The USI can be created by visiting <https://www.usi.gov.au/students/get-a-usi> and follow the instructions.

You must have access to one of the following forms of ID to complete your application:

- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate (not an extract or commemorative birth certificate)
- Australian Driver's Licence
- Medicare Card
- Certificate of Registration by Decent
- Centrelink Concession Card
- Citizenship Certificate
- ImmiCard

It should take less than 5 minutes to apply for a USI.

Legislation requires that Registered Training Organizations' (RTOs) must not issue a Statement of Attainment or Qualification until the USI number has been provided and verified by the issuing RTO.

For more information visit <https://www.usi.gov.au/> or ask an LD Training staff member.

RECOGNITION OF PRIOR LEARNING (RPL) AND RECOGNITION OF CURRENT COMPETENCIES (RCC):

There is an opportunity for your current skills to be recognised. These may have been gained through previous courses or achieved via your past work or life experience.

Preparing to apply for Recognition of Prior Learning:

- Gather all documentation and evidence relating to previous work experience and courses/qualifications – all certificates must be authentic or certified copies and presented for sighting
- Complete enrolment and application forms
- Submit the application and documentation to your assessor for assessment
- Where applicable, a mandatory challenge test will be used.

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Candidates will be required to attend an interview with an LD Training staff member in order to gain further support for the application.

Further information in regard to RPL is available on the internet:-

<https://desbt.qld.gov.au/training/training-careers/recognition/rpl>

All evidence that you submit for your RPL assessment must be current, authentic and able to be verified as being your own work. Current evidence is evidence from within the last two (2) years.

To apply for RPL or request further information contact administration to discuss the options available and any associated fees.

CREDIT TRANSFER

If you have previously completed recognised competencies/certificates with another Registered Training Organisation, you can apply for a Credit Transfer. We consider the currency and validity of the documentation that you provide in making our final assessment for Credit Transfer. Credit Transfer means that you don't have to complete that specific competency again.

Students applying for credit transfer for AQF qualifications and/or statements of attainment awarded by another RTO must present a certified copy of the original documents. Certified copies will be kept on the student's file.

Before providing credit based on a certified qualification, statement of attainment or record of results, LD Training will authenticate the information through either the Unique Student Identifier (USI) transcript service, or by contacting the issuing RTO directly.

To apply for Credit Transfer:

- Gather all documentation - all certificates must be authentic / certified copies and presented for sighting
- Submit a hardcopy of your current USI VET transcript that includes a link or QR Code to enable LD Training to verify the transcript provided (must have been created within the past 7 days)
- Complete an enrolment form
- Complete and sign a Credit Transfer Application form
- Complete a Authorisation to Verify form
- Submit the signed application form and documentation to LD Training for review.

You may also be required to attend an interview with a staff member handling your application.

LD Training is not obligated to issue a qualification or statement of attainment that has been achieved wholly through recognition of units completed at another RTO.

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ADDITIONAL TRAINING

During your induction meeting, your trainer will discuss with you what you want to achieve from the course, what skills you are currently using and how you would like to add to them. Together we will design a plan for further training if it is required.

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TRAINING AND ASSESSMENT PROCEDURES

Competency Based Training

Competency Based Training (CBT) was introduced into Australia as part of the Federal Government Industry Restructuring Program. CBT is described as 'the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace'.

Assessment

Assessment under CBT is criteria based where a predetermined standard must be achieved. The students' performance is compared to the standard rather than against a predetermined percentage pass mark or other student's results. This means that the system of measuring results by marks or percentages is no longer relevant. A student is assessed as either **Competent** or **Not Yet Competent (NYC)**.

To achieve competency students must satisfactorily complete all the requirements of the program or course. Assessment will meet the national assessment principles (including RPL and Credit Transfer). Assessment will be conducted professionally to ensure they meet the Principles of Assessment; valid, reliable, flexible, fair and the Rules of Evidence; valid, current, sufficient and authentic.

Assessment methods vary but will reflect the learning outcome required. These methods will be explained to the students prior to the commencement of a course. These methods may include:

- Written assessment
- Practical assessment
- Oral assessment
- Work logbooks

Reasonable Adjustment

To assist a student with a disability, LD Training's trainers and assessors will make reasonable adjustments to the training delivered to assist the learner. Adjustments are made to ensure that students with a disability have the same learning opportunities to perform and complete assessments as students without a disability.

The purpose of reasonable adjustment is to make it possible for students to participate fully. It is not to give students with a disability an advantage over others, to change course standards or outcomes, or guarantee success.

Students/candidates may appeal against an assessment result if they are not satisfied. Refer to Appeals and Complaints section in this handbook.

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Flexible Learning and Assessment Procedures

During the interview, your trainer will discuss your learning and assessment options. Please feel free to state your preferred learning method at this meeting. Assessment is conducted through a number of options, such as discussions with you, practical performances, assignments, practical projects, written tests etc. however assessments must be in line with the applicable standards for accreditation. In some cases, your supported learning packages will include a number of activities and assessments to demonstrate your understanding of the skills being learnt. Your trainer will show you what is required and work out with you how you will be required to demonstrate competency.

When you submit reports always complete every page with all the information required.

- All written assignments should clearly state your name, the course you are studying and the unit of competency that you are completing.
- Re-evaluation of assessment can be carried out if you are unhappy with the result of your assessment. You must request this within 1 week of marking.
- Plagiarism / cheating is unacceptable and will result in failing the unit of competency.

If you have any questions about assessment, please talk with your trainer.

ISSUING OF CERTIFICATES / STATEMENTS OF ATTAINMENT

The majority of our courses are nationally recognised. A full list of LD Training's approved nationally recognised units of competency and full qualifications can be viewed online at <https://training.gov.au/Organisation/Details/31520>.

This permits LD training to issue Qualifications and Statements of Attainment after the successful completion of all the required competencies for the relevant qualification or course. For those students who only wish to complete some of the required competencies within a nationally accredited qualification, a Statement of Attainment, as partial completion of the qualification, may be issued. (Note this does not equate to a complete qualification).

In order to be eligible for the Qualification, students must be assessed as competent in each of the Competency Units required for that qualification. If students are assessed as Not Yet Competent (NYC) they will be given feedback and reassessed at a later date after additional training or direction. A Statement of Attendance will be issued for those undertaking a non-accredited course.

LD Training issues Certificates and Statements of Attainment within 30 calendar days of the learner/candidate successfully completing their course and being assessed as meeting the requirements of the training program in which they were enrolled, their USI confirmed and full payment has been received.

From 13th November 2019, all LD Training Certificates / Statements of Attainment will be provided as digital copies, emailed directly to the student.

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Hardcopy or Replacement Certificates

An original hardcopy or replacement (SOA) can be arranged through administration. An administration fee of \$30.00 will apply to issue a hard copy / replacement (SOA).

FEES, CHARGES, REFUNDS AND CONDITIONS

Course Registrations, Fees and Payments

LD Training will not reserve a placement in a course without the required course payment paid in full prior to the courses' date of commencement except where the fee exceeds \$1500 for an individual.

In instances where the course fee for an individual exceeds \$1500, the individual must pay \$1500 prior to commencing the course and the remaining balance prior to undertaking the final assessment, at the completion of the course. These requirements do not apply to employers engaging the RTO to provide training/assessment to their staff.

Statements of Attainment or Qualification certificates will not be issued until full payment has been received.

Refunds Policy

Course Cancellations / and Postponements by LD Training before Course Commencement

LD Training reserves the right to cancel or postpone any training program / course prior to commencement for the following reasons:

- Where there are insufficient numbers to warrant a class
- Weather conditions have affected the training environment to the point where it is unsafe.
- Unavailability of LD Training trainers
- The training facility has become unavailable for any reason

Any participant enrolled to complete a course which has been cancelled for any of the above reasons will be refunded full course costs including refund of any course deposits. Alternatively, the participant can re-enroll to complete the same course at a future date.

Course Interruptions by LD Training after Course Commencement

In the case where a training course has been interrupted at any time after commencement due to:

- Bad weather
- Malfunctions or breakdowns
- Incidents of any kind that result in the temporary stoppage of training
- The training facility becoming unavailable for any reason

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If it is deemed necessary by LD Training that the course cannot be completed in the allotted time, arrangements will be made for the course participant/s to complete the training at a later suitable time. If no suitable time can be arranged, then a partial refund will be arranged based on the time and duration of the interruption.

Please Note: Full refunds will not be granted. Statement of Attainments and any legal documents will not be processed or issued until courses are completed in full and final assessment(s) have been successfully completed where necessary.

Cancellation by Student and Refunds

Students that cancel their enrolment, the following notice must be given to LD Training to receive a refund which is as follows:

All Courses

- Notice of cancellation must be given no less than 3 business days prior to the course commencement to receive a full refund of fees paid.
- Notice of cancellation which is less than 3 business days prior to the course commencement will receive no Refund.
- Notice of cancellation for **high risk courses** must be given no less than 5 business days prior to the course commencement to receive a full refund of fees paid.
- Notice of cancellation for **high risk courses** which is less than 5 business days prior to the course commencement will receive no Refund.

Note: No fees or payments will be refunded where the participant withdraws or cancels their enrolment after the course commencement dates.

Please Note High Risk Courses!

If you believe you struggle with language literacy and numeracy, we can conduct an evaluation and submit a request to Workplace Health and safety QLD (WHSQ) to gain prior approval for that person to have a third party to write down their answers. Due to the strict assessment process this approval can only come from WHSQ and there are no guarantees they will allow this to take place.

High risk assessment is a closed book assessment, and no help is permitted during the assessment except for clarification of questions.

Shipping Policy

If you have ordered and paid for a printed certificate this will be mailed to you using Australia Post. Certificates are sent within 2 business days after payment has been received and they have been printed. We do not post overseas. Postage times may vary between 3 – 7 business day, depending on your location. LD Training will notify you if a delivery of your certificate cannot be made within the given time. LD Training may not be held responsible for any certificate lost or damaged while in transit to your location.

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Pricing Policy

All our prices are in Australian dollars (AUD) and include GST (if applicable) as of 1st January 2012. LD Training withholds the right to change and update prices with their sole discretion. Updated prices will be published as soon as possible.

Online Payment Security

LD Training is dedicated to keeping your online payments safe and secure. Any information collected in relation to you is kept strictly secured. LD Training does not pass on, sell or swap any of your personal details with anyone other than required training companies and required government agencies. Student information will be used to post certification if necessary. When purchasing from LD Training your financial details are passed through a secure server using the latest 128-Bit SSL (Secure Sockets Layer) encryption technology. 128-Bit SSL encryption is the current industry standard. If you have any questions regarding our security policy, please contact our administration info@ldtraining.com.au.

Cooling Off Period

The RTO protects the rights of the learner including but limited to any Statutory requirements for cooling-off periods.

The Australian Consumer Law gives extra protections to people buying goods or services from 'unsolicited consumer agreements' (e.g. door-to-door sales or phone calls from telemarketers). Unsolicited agreements have a statutory cooling-off period, where individuals can terminate the agreement within 10 business days without penalty.

LD Training does not engage in or make unsolicited contact with potential students and does not engage in unsolicited consumer agreements.

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

LD Training believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

LD Training will manage all complaints and appeals fairly, equitably and as efficiently as possible. LD Training will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

LD Training seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

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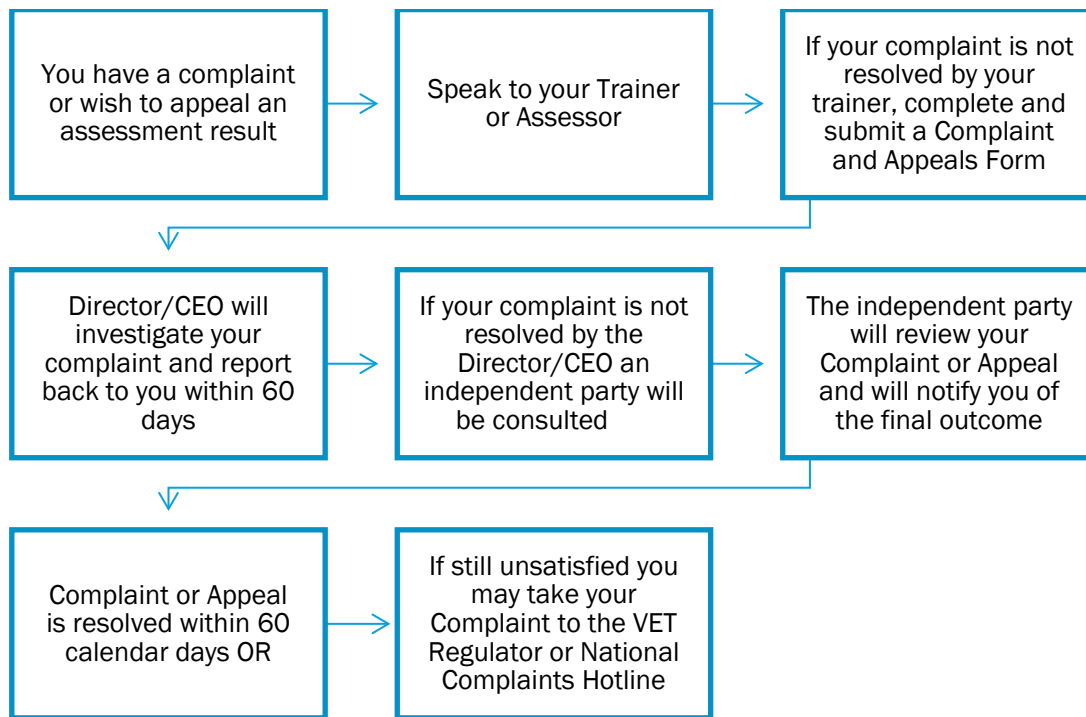


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Where a complaint or appeal cannot be resolved through discussion and conciliation, LD Training acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. LD Training seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

Complaints and Appeals Procedure Flowchart



A copy of the Complaints and Appeals Form is provided in the appendices of this Student Handbook or you can contact LD Training on 07 4987 5648 or email info@ldtraining.com.au to request a copy. A copy of the Complaints and Appeals policy can be obtained from Administration.

STUDENT RECORDS

Student records are managed securely and confidentially and are available for perusal on written request and sighting of identification by student.

Record keeping in a secure manner is essential for future referral, by

- Students/Candidates
- Other Trainers/Assessors
- Supervisors, Managers, Senior Management
- Training Managers
- Finance Departments/Accountants
- Government/Regulatory Bodies.

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PRIVACY

Personal information collected as a result of your enrolment will be used by LD Training and the regulator for general participant administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised departmental officers have access to this information.

Your personal information will be disclosed to Australian and State Government authorities and agencies as required by law. If undertaking an WHS Prescribed Occupation course your personal information will be made available to Workplace Health and Safety Queensland.

The following information and documentation may be made available to your employer (by request); attendance, results of assessment(s), copies of statements of attainment / completion and progress reports if payment for your course has been provided by your employer. If you do not wish for this information to be discussed or released to your employer, please notify LD Training Admin Staff.

If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parent or guardian. By undertaking the courses with LD Training, you consent to your personal information (first name, last name, date of birth, license number's and endorsement expiry dates) being made available to necessary third party organisations and other registered Training Organisations for verification of competency completion only and no other purposes.

No further access to your enrolment information will be provided to any other organisation or persons without your consent or, unless authorised or required by law.

Security Camera Surveillance

LD Training operates security cameras both inside and outside our Emerald premises for the purpose of ensuring the safety and security of students, staff, clients, visitors and LD Training's premises and facilities. Cameras are not located in any bathrooms or toilets.

Camera footage may be accessed and used as evidence where an unlawful act has occurred e.g. theft, assault, damage to facilities, investigations and audits etc. This camera footage may be required by law to be provided to other parties such as a court or to the police.

Security camera monitoring is continuous and ongoing.

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PRIVACY NOTICE

Why we collect your personal information

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

If you do not provide your personal information, including a valid USI, the RTO will be unable to enrol you as a student for your selected course.

How we use your personal information

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

How we disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

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

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

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

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

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

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

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

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

If you are unable to access the Department's website electronically to download and read the DESE VET Privacy Notice the RTO will provide you with a downloaded or hard copy of the notice.

Surveys

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

Contact information

At any time, you may contact LD Training to:

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

The above privacy notice is included on all enrolment forms.

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ADDITIONAL INFORMATION

External Review

LD Training participates in external monitoring and audit processes required by the ASQA, the national registering body. This covers random quality audits, audit following complaints and audit for the purposes of re-registration.

Freedom of Information

All students/candidates will have access to their own personal records retained by LD Training under the current "Right to Information Act" by sending a written request to LD Training.

If, at any time, any student/client feels that we are not abiding by our "Code of Conduct" then they are encouraged to report their complaints or grievance to the trainer / assessor or Directors. We encourage the use of the 'Complaints and Appeals Form' if your concerns are not satisfactorily dealt with.

Legislative Requirements

LD Training will meet all legislative requirements of State and Federal Government. Legislation which have been identified as being applicable to this organisation and the training it delivers include (but is not limited to):

- Work Health and Safety Act
- Work Health and Safety Regulations
- Vocational Educational, Training and Employment Act
- Standards for Registered Training Organisations 2015
- VET Quality Framework
- National VET Data Policy
- Training and Employment Regulations
- Anti-Discrimination Act
- Privacy Act
- Right to Information Act
- Copyright Act

Management and Administration

LD Training has management strategies that ensure effective financial and administration practices. Management guarantees the organisation's sound financial position and safeguards students' fees until used for training.

We have a Refund Procedure that is fair and equitable and can be located in the Refunds Policy Section of this Student Handbook or a copy requested from LD Training's Head Office. Student records are managed securely and confidentially and are available upon request. LD Training has adequate insurance policies which cover both Public Liability and Professional Indemnity.

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In the Event of Closure

If LD Training, or a third party delivering training and assessment on the RTOs behalf, closes or ceases to deliver the training product that a learner is enrolled in, the following options will be available to the learner:

- Refund of course fees paid
- Continued delivery of service with alternate LD Training's delivery personnel (if applicable)
- Support transfer of the participant's enrolment to an alternate RTO for completion (if applicable).

Marketing and Advertising

All marketing of vocational education and training products will be done with integrity, accuracy and professionalism as practically possible, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn against other training organisation or training product.

Quality Management Focus

Through the use of enrolments, survey forms and customer feedback forms, the information gathered will assist LD Training in continually improving the services we deliver. We value feedback from employers, learners, staff and the broader community.

Sanctions

All guarantees as outlined in the Code of Conduct will be honoured. We understand that if we do not meet the obligations of the Code or supporting regulatory requirements, we may have our registration as an RTO withdrawn, cancelled or have conditions applied.

Training and Assessment Standards

LD Training has personnel with appropriate qualifications and experiences to deliver the training and facilitate the assessment relevant to the training products offered.

Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Facilities, equipment and training materials will be practical and relevant to ensure the learning environment is conducive to the best outcome of the learner.

Indemnity

LD Training and its staff shall not be held responsible for any personal items that are lost or damaged at LD Training. LD Training may need to obtain medical treatment for you if it is deemed necessary by a staff member acting on behalf of LD Training. Neither LD Training nor its staff will be held responsible for any expense, loss or damage or liability of whatever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.

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LD TRAINING CODE OF CONDUCT

Purpose

This policy affirms our belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that we expect of all employees.

Principles

Our employees contribute to the success of our organisation and that of our Clients. We fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, Clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
- Avoid apparent conflict of interests, promptly disclosing in writing to a LDT Director, any interest which may constitute a conflict of interest
- Promote the interests of your employer
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment and/or our Clients
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money
- Employees are not to engage in sexual relations with other employees, clients or employees of clients.
- Close personal relationships between employees, employees and clients, and employees and employees of clients, must be disclosed to the responsible manager. This is to avoid power imbalances and any conflict of interest.

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- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

We expect co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the Director.

This policy will be regularly reviewed by us and any necessary changes will be implemented by the Director.

This Code of Conduct outlines the acceptable behaviour requirements by all parties. Each party must conduct themselves in a manner which is respectful, appropriate and honest. At no time is behaviour that is of a discriminatory nature, disrespectful nature or nature provoking insightful behaviour acceptable or tolerable.

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Some of the technical words in this handbook may be hard to understand. If you don't understand something, please ask so we can explain it to you.

Have a question we haven't covered in this handbook?

Call us today and allow us to assist you with your query.

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APPENDIX A – COMPLAINTS AND APPEALS FORM

Complaints and Appeals Form

We thank you for taking the time to notify us of your concern or appeal. We value your feedback and hope to be able to resolve your complaint or appeal as soon as possible. You will receive a confirmation receipt within two (2) working days.

Please return your completed form to the Director, LD Training, PO Box 1067, Emerald Q 4720 or email it to info@ldtraining.com.au.

Name:				
Company/Site:		Email:		
Contact Phone:		Date:		
I wish to lodge a:	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal			
What is your complaint or appeal? Please provide as much detail as possible, in the space below, and attach any supporting documentation, if applicable.				
What outcome(s) are you seeking as a result from your complaint or appeal?				
Student Signature				
Signature:			Date:	



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LD TRAINING OFFICE USE ONLY			
Received by:		Date:	
Acknowledgment:	<input type="checkbox"/> Email <input type="checkbox"/> Written Letter	Date:	
Follow-up date:	(NB: 60 calendar day limit)		
Action Taken			
<p>Please include details of meetings, investigation, interviews, formal hearings and referral to an independent party.</p> <p>Attach all supporting documentation.</p>			
Outcomes from Action Taken			
<p>Was the complaint or appeal resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please provide detail:</p> <p>If NO: The Director will arrange for an independent party to resolve the issue and outline any costs that may be involved with this to happen, to the person.</p>			
Student Advised of Outcome:	LD Training Office Checklist		
Date outcome determined: _____ Date outcome notified: _____ Outcome resolved within 60 days: <input type="checkbox"/>	Added to Complaints and Appeals Register <input type="checkbox"/> Wisenet client notes created <input type="checkbox"/> Complaints and Appeals Register Finalised <input type="checkbox"/> Wisenet client notes finalised <input type="checkbox"/>		
LD Training Representative Name:			
Signature:		Date:	



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APPENDIX B – LANGUAGE, LITERACY & NUMERACY ASSESSMENT

The following activities have been designed to assess your current level of language literacy and numeracy ability, providing valuable information on your readiness to commence training. Your participation will enable LD Training to recommend the most suitable entry level for you to commence training. It will also identify any areas of additional support your trainer may be able to offer.

Instructions

- Complete the questions to the best of your ability
- Do not be concerned if there are parts that you cannot complete. It has been designed to get harder as you progress.
- Please return to LD Training, and discuss the results and any concerns you may have.

Participant Full Name:		
Participant Signature:		Date:
Course applied for:		
Assessor Name:		
Assessor Signature:		

Tell us about you

How well do you speak English?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> I don't speak English at all
What is the main language you speak at home?	<input type="checkbox"/> English <input type="checkbox"/> Other, please specify:
Do you speak any other languages at home?	<input type="checkbox"/> No <input type="checkbox"/> Yes, please specify:
Why do you want to do this course?	



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What have you learnt recently? How did you learn it? Did you:

- read instructions
- ask somebody to demonstrate it to you first
- research it on the internet
- find something similar to what you required and then adapt it
- ask an expert to help you?

Think of a problem/issue that you recently solved. How did you solve it? Did you:

- use diagrams to help understand the problem
- work backwards from the problem to find a possible solution
- get a group of people together to work it out
- research newspaper articles
- look for information online
- speak to an expert in that area
- brainstorm it?

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READING AND WRITING – AQF 3

Correct any spelling errors that appear below. Some words may be correct.
Write in the space provided, or leave blank if the word is already correct.

a) Febrary		b) comitment	
c) rhythm		d) apparent	
e) recieve		f) twelfth	

1) In the following sentences circle the correct word in the bracket.

- Would you like to join John and (me I) for lunch tomorrow?
- (Who's whose) notes are these on the table?
- Rod and (I me) are working on a new project at the moment.
- To (who whom) is the letter addressed?
- The team (is are) very pleased with the new coach.

2) Re-write and Punctuate the following sentences:

- Everyones dinner was ruined when the power failed during the storm
- Ill meet you at kate and Tims house
- jane is a bright happy woman
- Will you pick me up at the station please
- When the balloon burst there was a loud bang



NUMERACY – AQF 3

Calculate the following mathematic equations. Write your answer in the space provided.

You may use a calculator.

1. Add 21 and 15 =
2. Add \$4.99 and \$13.80 =
3. Subtract \$19.43 from \$83.00 =
4. Subtract 124 from 650 =
5. Multiply 13 by 3 =
6. Multiply \$1.16 by 9 =
7. Divide 102 by 8 =
8. Divide \$50.20 by 6 =
9. What is 10% of \$17.30 =
10. What is 15% of 800 =

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Assessor's use only

Student Name: _____

Assessors: Consider the student's responses to the questions in each of the indicator areas below. Use the Assessor's Guide to AQF levels as an indicator. The range of answers and characteristics for each of question is provided in the Assessor's Guide to this tool.

The scores are indicative only. It is up to the assessor to determine whether, based on the outcomes of this test, which level they believe the student could successfully complete the course they wish to enrol.

The use of this test does not remove the need to consult with a Language, Literacy and Numeracy specialist or external networks and agencies if and when required.

Oral communication level is to be assessed based on the discussions held in the initial interview/pre-training review session and questions 1–3.

Area	AQF Level	Notes
Oral communication and learning		
Reading level		
Writing level		
Numeracy level		

I have assessed the student's performance of the test against the performance indicators. Based on the results obtained, the student:

- Has demonstrated they have the required level of LLN** to enable them to complete the following course successfully with minimal support in this area required. _____
(suggested course and entry study level)
- Does not have a sufficient level of LLN skills** and may require extensive additional support to complete any course successfully. I am referring this student to be further assessed to determine the level of support that can be offered with possible referral to external agencies if and when required.
- Has demonstrated they may require additional support with LLN** and I am able to provide this. The student and I will develop a support plan to ensure they are given the opportunity to develop their language, literacy and/or numeracy skills to enable them to complete following course successfully:

(This option requires a LLN strategy & support plan form)

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DOCUMENT CONTROL

Version	Date	Originator	Reviewed By	Date Approved	Comment
1	03/012/2009	P Arthur	L. Dillon	03/12/2009	Doc Created RII09 Standard
2	05/01/2015	L. Dillon	L Dillon	05/01/2015	Update information as per RTO Standards 2015 and the introduction of the USI.
3	17/08/2015	S. Dillon	K. Gersbach	17/08/2015	Refreshed formatting
4	10/01/2017	L. Munro	L. Dillon	10/01/2017	Added more information FFW
5	4/05/2019	C. Marshall	L. Dillon	4/05/2019	Review Handbook. Clarify Complaints and Appeals Procedure by including a flowchart.
6	28/08/2019	L. Dillon	C. Marshall	28/08/2019	Amend privacy information to include video camera surveillance.
7	13/11/2019	S. Dillon	C. Marshall	13/11/2019	Update certification information to advise issuance of digital copies of SOA's page 11.
8	16/12/2020	C. Marshall	C. Marshall	16/12/2020	Update Privacy Statement and include Covid-19 information.
9	15/03/2021	C. Marshall	S. Dillon	15/03/2021	Remove reference to previous address.
10	22/05/2021	C. Marshall	S. Dillon	22/05/2021	Correct errors in links to government agencies e.g. QHRC and anti-bullying. Add a copy of the Complaints and Appeals Form as Appendix A.
11	31/7/2023	C. Marshall	L. Dillon	31/7/2023	Review and update Codes of Conduct, Covid-19, Enrolment, Complaints & Appeals, Fees, Refunds and Certification, Cooling Off Period and Closure information. & LLN.

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