

LATROBE VALLEY  
Training & Assessment Centre  
NTIS 6037



# STUDENT HANDBOOK



Forest Industries

Harvest & Haulage

Agriculture

Civil & Mining

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## WELCOME

Thank you for considering training with Latrobe Valley Training & Assessment Centre (LVTAC).

Latrobe Valley Training & Assessment Centre is a nationally recognised training organisation registered in Victoria through the Victorian Registration & Qualifications Authority RTO Code 6037

### Service Commitment

Latrobe Valley Training & Assessment Centre offers training and assessment across Victoria in a range of training options. In support of our commitment to quality training deliver, Latrobe Valley Training & Assessment Centre will:

- Maintain a learning environment that is conducive to the success of clients
- Maintain the capacity and resources to deliver training within their approved scope of registration
- Maintain a healthy and effective learning environment for students.
- Provide flexible learning opportunities.
- Provides training and assessment services that meet industry needs.
- Provides adequate facilities, use methods and materials appropriate to the learning needs of clients and meet requirements as identified by the Training Package and other relevant Training Packages if applicable
- Monitor, assess and document the performance and progress of clients
- Ensures that Latrobe Valley Training & Assessment Centre trainers/assessors are suitably qualified with the necessary skills and sensitive to the religious, political, social, cultural and learning needs of clients
- Ensure access to professional development and training as required for Latrobe Valley Training & Assessment Centre Trainers/Assessors
- Provide clients with appropriate Skills Recognition opportunities
- Ensures all training is continually monitored and improved.

The purpose of this handbook is to provide you with a quick reference about training programs and processes at Latrobe Valley Training & Assessment Centre.

### Student Service Charter

LVTAC is committed to providing professional service to all learners and clients. We are responsive to needs and continue to develop products and services to meet those diverse needs. In our dealings, we will:

- Treat all persons with respect
- Display courtesy and consideration to all
- Treat all persons professionally, fairly and equally

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LVTAC Student Handbook  
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- Act with integrity

### Quality Services

Latrobe Valley Training and Assessment Centre are committed to providing quality training services. Our quality system is based on the requirements of the most current Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration for Registered Training Organisations, the VRQA Guidelines for Vet Providers, Training and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality objectives are to:

- Provide quality training and assessment services;
- Grow our business by looking after our students, customers, our Trainers and Assessors and the staff of the organisation;
- Use the quality management system as a tool in achieving best practice outcomes across the organisation
- A commitment to ensure continuous improvement;
- To comply with the relevant Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation.

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our students' and customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating continuous improvements.

### Code of Practice

As a Registered Training Organisation, Latrobe Valley Training and Assessment Centre have agreed to operate within the conditions and standards of the Australian Quality Training Framework (AQTF).

A hard copy of Latrobe Valley Training and Assessment Centres Code of Practice can be obtained from the front reception

### Legislative Requirements

Latrobe Valley Training and Assessment Centre will meet all legislative requirements of State and Federal Government. In particular, Occupational Health and Safety, Workplace Health and Safety and Workplace Relations will be met at all times.

### Access and Equity

All students will be treated in an ethical and responsible manner and consistent with the requirements of the human resource policies within Latrobe Valley Training and Assessment Centre. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the participant is likely to achieve the stated competency standards and outcomes of the course prior to enrolment.

## Quality Management Focus

Latrobe Valley Training and Assessment Centre have a commitment to providing a quality service and a focus on continuous improvement.

We value feedback from students, staff and employers so any verbal suggestions will be passed on to management. You will also be asked to complete feedback forms on the conclusion of your course for evaluation and incorporation into future programs.

The Department may also contact you to provide feedback on any course that you have undertaken which assists in the monitoring of RTO performance.

The evidence gathered is collated and a rating given that identifies the RTOs performance as compared to other similar providers in the State of Victoria.

The performance indicator documents are available for viewing on our website under the RTO information heading

## Privacy Policy

Latrobe Valley Training and Assessment Centre will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Latrobe Valley Training and Assessment Centre will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Students will have access to all information that we have gathered or filed in relation to their course. Information will be stored and used appropriately and access will be limited to only those who have a legal reason to have access to that information, or to whom the student has given permission.

Student information will not be provided to anyone else unless we have the permission from the student or are specifically allowed or required to provide the information by law.

For example student information is only given to the following bodies where required:

- Department of Education and Training (DET)
- Department of Planning and Community Development – DPCD

- Victorian Registration & Qualification Authority
- Employers, where the student is a trainee
- Child Safety Standard Reporting

Latrobe Valley Training and Assessment Centre collect personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

Under the National Privacy Principles you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.

While you are undertaking your training course, there will be times when Latrobe Valley Training and Assessment Centre may need to discuss your situation with others.

For example;

- Centrelink
- Job Network Providers
- Community Service Case Managers
- Employer

Latrobe Valley Training and Assessment Centre privacy notice is included with the Enrolment Form

Latrobe Valley Training and Assessment Centre are required to ask for your permission, in writing, with reference to the release of information.

Students will sign the Authority to Release Form when they complete the enrolment form. This authorises Latrobe Valley Training and Assessment Centre to release your details where required.

## Enrolment

All students are required to complete an enrolment form prior to commencing training. The information in the enrolment form will be used to assess student eligibility as well as providing key information for our records.

## Change in enrolment information

You must advise Latrobe Valley Training and Assessment Centre administration staff of any changes to your personal details to ensure that the Student Management System data remains current.

## Unique Student Identifier –USI

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act. 2014 enable students to access an online record of their VET Qualifications.

The enrolment process requires the inclusion of your Unique Student Identifier – USI. Latrobe Valley Training and Assessment Centre would have already provided a copy of the Privacy Notice on behalf of the Student Identifiers Registrar for the collection of information in connection with the application and use of a Unique Student Identifier (USI) with your enrolment form. You will be asked to provide the details of your Unique Student Identifier USI on the enrolment form. Latrobe Valley Training and Assessment Centre can assist you to:

- find your Unique Student Identifier –USI if you have misplaced it
- apply for your Unique Student Identifier –USI

## Disability Information

While Latrobe Valley Training and Assessment Centre respects your Privacy, due to the nature of Latrobe Valley Training and Assessment Centre course content, some identified disabilities may need further assistance to enable you to enter the program.

If you have marked a “yes” in the disability section, you will be asked to provide more information and documentation.

The trainers that will be responsible for you will be informed as standard practice and in some cases, with discussion and your approval, your classmates may need to be informed to ensure a safe environment is maintained

The training site is a long way from a hospital so the following are some examples where more information would be required;

### Epilepsy:

As you will be using chainsaws and operating machinery, you will require a Doctors Certificate/Letter expressly informing Latrobe Valley Training and Assessment Centre staff that your epilepsy is managed. The staff will also need to be informed of any known “indicators” to be aware of in the event of an impending seizure.

### Asthma:

You will need to provide an Asthma action plan and inform the trainers where your asthma medication is located in case of an emergency

## Diabetes:

An action plan will need to be provided to ensure that staff are aware of the process to follow in the case of an emergency. A supply of diabetic approved sweets will also be added to the on-site resource kit for emergencies.

## Severe allergies/Anaphylaxis:

An action plan will need to be provided to ensure staff are aware of the process to follow in the case of an emergency.

Any restriction to edible items that may be brought to the site by staff or other students will need to be enforced.

Environmental allergies may be unavoidable and may impact your course selection.

## Skills First Government Funded Qualification Funding Eligibility

Applicants that are seeking to enrol in a full qualification will need to check if they are ELIGIBLE. You can check your eligibility on the LVTAC website under student information.

### Eligibility Guidelines for Government Subsidised Places

To be eligible, you must meet the Skills First Program requirements as follows:

- (a) You must hold one of the following citizen/residency statuses and be residing in Victoria for the duration of your studies:
- Australian citizen
  - Australian Permanent Resident (holder of a permanent visa)
  - New Zealand Citizen
- (b) and are any of the following:
- under 20 years of age (as at 1 January in the year commencement of training)
  - over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in Nationally recognised training in a Foundation Skills list course
  - over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

Note: you can only commence 2 qualifications at the same Australian Qualifications Framework level in your lifetime (see Determining prior qualification in eligibility and determining the number of courses previously commenced below)

- haven't begun and are not enrolled to begin two or more government- subsidised courses in 2020 and are not already doing two or more other government-subsidised courses



## Eligibility Documentation Requirements

Applicants applying for a funded position will need to attend at Latrobe Valley Training and Assessment Centre to undertake a Pre-Training Interview prior to enrolment.

You will also need to demonstrate proof of Australian Citizenship by providing one or more of the following original documents or certified copies;

### Documentation for Proof of citizenship/Age

- An Australian Birth Certificate
- A current Australian Passport
- A current New Zealand Passport
- A naturalisation certificate
- A green Medicare Card
- Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence

If you are aged under 20 and the documentation provided from the above list does not include your date of birth you must also bring an original document or certified copy from the following list:

- A current drivers licence
- A current learner permit
- A Proof of Age card
- A "Keypass" card

## Fees

When you enquire about enrolling in a course at Latrobe Valley Training and Assessment Centre, the training co-ordinator will discuss the different options that are available depending on your training needs. Once the course or units are selected, you will be provided with a statement outlining all of the fees payable, who is paying the fees and when or how the fees are to be paid

## Refund of Fees

Course fees may be refunded or reallocated under the following circumstances:

- 1) If Latrobe Valley Training and Assessment Centre cancel the course for whatever reason, the student will receive a full refund (or pro-rata adjusted refund) our RTO may also offer the student a transfer to another course, this choice is for the student to make.
- 2) If clients wish to transfer to another course, then greater than 7 days written notice is to be given.
- 3) If clients wish to cancel, then greater than 7 working days written notice must be given
- 4) If a client commences a course, but does not complete the course, the full course fee is still payable.

## **No Refund**

- 5) Once Training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of the course.
- 6) The student fails to comply with terms and conditions of enrolment and Latrobe Valley Training and Assessment policies and procedures.
- 7) Non-attendance will incur full course cost

## Student Records

Latrobe Valley Training and Assessment Centre retain a file for each student that enrolls into a course. You have the right to access your personal information and training records. You will need to give the student administration staff 2 working days' notice of your intention to request your file. A photo ID will need to be provided prior to access being given. Files cannot be removed from the administration area.

## Course Information

Before enrolling into a course, students receive a course outline/Training Plan, which provides information on:

- Course duration
- Course content/Units
- Assessment requirements
- Credit Transfer /Recognition of Prior Learning (RPL) allocated
- Fees
- Location of Training
- Pre-requisites for entry into the course

## Principles of Assessment

There are four key principles of assessment: All assessments should be valid, reliable, fair and flexible.

This means that an assessment must be:

- 1) **Valid: An assessment is valid if it assesses what it is required to assess**
  - Aligns with a learning outcome or competency
  - Is sufficient to gather evidence requirements of the competency
  - Does not gather evidence that is not a requirement of the competency

- 2) **Reliable: An assessment is considered reliable if it interprets the competency and can be:**
- Applied in the workplace
  - Applied from one learner to another
- 3) **Fair: The assessment process needs to be designed to ensure that it does not prevent a learner from completing a training program because of , but not limited to:**
- Age
  - Prior education level
  - Gender
  - Background
  - Location
- 4) **Flexible** when it can accommodate all delivery modes and delivery sites and the needs of learners.

## Assessment Process

Latrobe Valley Training and Assessment Centre will require you to complete a range of activities and provide evidence to demonstrate competence for each unit undertaken.

Evidence is the material proof that you have performed the specified competency or task to the required level. Your evidence requirements will be determined by the Unit of Competency, industry expectations, Government regulations and current experience. Evidence can take many forms and may include:

- Successful completion of theory questions
- Observation
- Demonstration
- Completion of workbooks
- Completion of logbooks

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements

- Know the workplace rules and procedures

Students are informed prior to an assessment of how assessment will be completed, what the requirements of the assessment are and what assessment methods will be used.

- Students undertaking a full qualification will be issued a training plan prior to commencement which outlines the assessment requirements
- Students undertaking individual units will be provided a statement of information which outlines the assessment requirements
- Your Trainer will use the Performance and Knowledge Evidence Criteria from the Training Package to ensure the assessment is firmly related to each unit of study.

### Reassessment Process

In support of our commitment to quality assessment, Latrobe Valley Training and Assessment Centre will ensure:

- Students and clients are provided with not less than two attempts to demonstrate competency against a unit of competency. Further attempts to demonstrate competence and the associated cost will be at the discretion of Latrobe Valley Training and Assessment Centre.
- Students and clients are provided with an equitable assessment appeals process.

### Assessment Appeals Policy

- All students have the right to appeal assessment results.
- If the student wants to be re-assessed he or she must submit an appeal in writing.
- Students will be informed of the Appeals Procedure for Assessments on the first day of the course and prior to assessments.

### Credit Transfer

If you have already completed any units that have been included within a full qualification, for example, if you have a First Aid Certificate that is still current, you must provide either a certified copy or the original document to the student administration staff, to be photocopied and used as evidence for a credit transfer.

The credit transfer will be allocated to the unit on your training plan prior to commencement.

### Recognition of Prior Learning (RPL) Process for individual units:

Applicants will need to complete a RPL Application form with Training co-ordinator from Latrobe Valley Training and Assessment Centre.

Applicants that wish to have prior skills recognised will be issued a Skills Observation Document. You will be required to complete a set of theory questions and then have a person that holds the accreditation you are applying for, observe you demonstrating your ability to conduct a set of tasks identified on the document.

The Skills Observation is then returned to Latrobe Valley Training and Assessment to be graded by an assessor to;

- a) identify skills gaps in the knowledge or demonstration criteria that need further training prior to a competency assessment being conducted
- b) identify that the evidence provided is adequate to organise a competency assessment to be conducted by a Latrobe Valley Training and Assessment Assessor

#### Process for a full Qualification:

Applicants applying to commence a funded Qualification that request Recognition of Prior Learning (RPL) will be required to complete RPL application form.

Any cost associated with RPL applications is to be paid for by the applicant.

#### Issuing Qualifications

Latrobe Valley Training and Assessment Centre deliver to you a framework that enables your skills to be measured against nationally accredited standards. This means that you will be entitled to the award of a Qualification, Statement of Attainment or Statement of Results, upon successful completion of the course/module.

Statements of Attainment or Qualifications are issued within 14 days after the completion of the course/unit providing all of the evidence required has been obtained

#### Re-issuing Qualifications

Latrobe Valley Training and Assessment Centre maintain an electronic data base and also retains the hard copy of all of the evidence collected in the student files. You can request a replacement Statement of Attainment, Qualification or Wallet Ticket by phoning the administration office who will advise you of the collection time and the fee required to be paid.

**Replacement Fees:** Certificate: \$30 Statement of Attainment: \$30 Plastic Wallet Card \$30

#### Anti - Discrimination Policy

Latrobe Valley Training and Assessment Centre shall provide for its students, equal opportunity regardless of sex, race, colour, national origin, age, religion and physical or mental disability.

Further information and clarification in regards to discrimination is available at the following website:

[www.humanrightscommission.vic.gov.au/discrimination](http://www.humanrightscommission.vic.gov.au/discrimination)

Latrobe Valley Training and Assessment Centre is committed to providing a learning Environment free from any form of discrimination

#### Bully free zone

Latrobe Valley Training and Assessment Centre will not condone or tolerate any form of bullying. If you, or a fellow classmate, are concerned about bullying happening at any Latrobe Valley Training and Assessment Centre training sites, or notice Cyber bullying, inform

your immediate trainer who will report the issue to the Training Co-Ordinator. Intervention procedures will be immediately actioned. All requests for assistance will be handled following strict confidentiality and privacy guidelines.

### Child Safe Zone

All young people, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse.

Latrobe Valley Training and Assessment Centre has zero tolerance for child abuse. Everyone working at Latrobe Valley Training and Assessment Centre is responsible for the care and protection of the young people within our care and reporting information about suspected child abuse.

Child protection is a shared responsibility between the Latrobe Valley Training and Assessment Centre, all employees, workers, contractors, associates and members of the Latrobe Valley Training and Assessment Centre community.

Latrobe Valley Training and Assessment Centre will consider the opinions of children and use their opinions to develop child protection policies.

Latrobe Valley Training and Assessment Centre supports and respects all young people and staff. Latrobe Valley Training and Assessment Centre is committed to the cultural safety of Aboriginal children and those from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children living with a disability.

If any person believes a child is in immediate risk of abuse, telephone 000.

### Language, Literacy and Numeracy (LLN)

#### Students undertaking a full qualification are required to undertake an online LLN Assessment

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with the Training Co-Ordinator at the time of enrolment.

Where consistent with course requirements, students with concerns about having insufficient language, literacy and/or numeracy skills to complete the course may be provided the adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

### Expectations of Students

To obtain the most from undertaking your course with Latrobe Valley Training and Assessment Centre, we encourage you to fully engage in the training process. Latrobe Valley Training and Assessment Centre encourage students to ask questions, participate fully and complete your assessment tasks on time.

Latrobe Valley Training and Assessment Centre aims to provide a safe and respectful learning environment for all stakeholders.

Any breaches of Latrobe Valley Training and Assessment Centre's Policies and Procedures,

Codes of Practice, Legislation and Regulations, will be acted on immediately.

### Student Attendance

Students will be advised of attendance requirements at induction. Students are expected to attend training and maintain their workbooks to be able to successfully complete their qualification.

Excessive absenteeism may result in your removal from the course, as outlined below:

- You may be removed from the training course for not attending scheduled training sessions in excess of three (3) consecutive sessions without providing acceptable proof of absence. Acceptable proof of absence can include: Compassionate Leave, Paternity Leave, Adoption Leave, Sick Leave (you must provide a medical certificate to Latrobe Valley Training and Assessment Centre for the period of training you missed).
- Excessive lateness may result in you being marked absent and also being removed from the course. If you are unable to attend a training session you must contact Latrobe Valley Training and Assessment Centre as soon as possible, of your inability to attend.

### Plagiarism and/or cheating

Plagiarism is the action or practice of taking and using, as one's own thoughts or writings those of another without acknowledgement. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, are not enclosed in quotation marks and appropriately footnoted;
- Where direct quotations are not used but are paraphrased or summarized, and the source of the material is not acknowledged either by footnoting or other simple reference within the text of the paper;
- Where an idea which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

### What does this mean?

Basically you can use someone else's ideas, but you must acknowledge that person's words.

There may be times when your Trainer asks you to complete a task as part of a group. In this instance your work will be submitted as one group entity and therefore each student's work will be the same. In this instance the use of combined students work is allowed.

Cheating is the copying of someone else's work, sharing or copying an individual

assessment/ test or doing someone else's assessment /test for them

The consequences of being caught plagiarising or cheating may include:

- repeating the entire unit
- suspension from your course.

### Personal Presentation

You are expected to wear appropriate attire during your training. This includes proper footwear. If you are not wearing steel toe capped boots when required, you will be removed from the training session.

All Personal Protective Equipment (PPE) including sunscreen must be worn as directed. Please remember that personal hygiene is important when traveling or working closely with other students in the classroom environment.

### Student Behaviour

All students attending at Latrobe Valley Training and Assessment Centre are expected to take ownership and responsibility for their own learning and behaviour during training and assessments.

Alcohol or illegal substances are not permitted on any Latrobe Valley Training and Assessment Centre training sites or vehicles

Consumption or being under the influence of, alcohol or illegal substances during training hours is unacceptable and will result in you being asked to leave the site.

The issue will be referred to the Training Co-Ordinator for follow up and action.

Latrobe Valley Training and Assessment Centre provide a smoke free zone at Rocla Road and in all vehicles or buses. If you are smoking at the operation site, you must remove yourself far enough away from other students and staff to ensure that your second hand smoke does not have an impact on others health.

Students' behaviour must not disrupt or threaten other students or Latrobe Valley Training and Assessment Centre personnel.

If you engage in any abusive behaviour, verbal or physical violence you will be instantly exited from the course.

### Marketing and Advertising

Latrobe Valley Training and Assessment Centre markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

### Training and Assessment Standards

Latrobe Valley Training and Assessment Centre have personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students



## Complaints and Appeals Policy

Latrobe Valley Training and Assessment Centre will act on each substantiated complaint. You should advise your Trainer of any concerns you may have regarding your progress throughout your course. Latrobe Valley Training and Assessment Centre have a process in place for managing student complaints or appeals.

Latrobe Valley Training and Assessment Centre will ensure that:

- Course participants have access to a copy of the Complaints and Appeals Policy and Procedure document. To access a copy, speak to the Training Manager.
- All disputes, complaints or appeals are handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties are provided with adequate information to ensure they have a clear understanding of the steps involved in the complaint or appeal procedure.
- All complaint or appeals and outcomes are documented in writing.
- Latrobe Valley Training and Assessment Centre will attempt to resolve any complaints or appeals fairly and equitably within fourteen (14) working days.

## Procedures

Each student or client has the opportunity to present his or her own case. Latrobe Valley Training and Assessment Centre will act on any complaint which is substantiated.

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course amenities, discrimination, sexual harassment and other issues that may arise.

Course participants may also raise concerns relating to the conduct of LVTAC's trainer assessors or other staff or matters arising from the conduct of a student from LVTAC.

The policy provides an avenue for most complaints or appeals to be addressed. However in some cases alternative measures may need to be explored.

Students or clients, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

## For training related matters

### **Complaints process:**

- 1) Discuss the matter with your Trainer. If not satisfied you may then:
- 2) Lodge a complaint. To do this you will need to request a Notice of Complaint form from Latrobe Valley Training and Assessment Centre. Complete the form and return to the Training Manager with any additional information you wish to provide.

- 3) You should describe your complaint clearly and fully on the form. You can attach additional information and a letter. You can also send an email to Latrobe Valley Training and Assessment Centre with additional information should you wish. Please address your correspondence to the Training Manager. It is important you ensure you provide sufficient details about yourself, the course and the circumstances surrounding the complaint.
- 4) Once the Notice of Complaint form has been received and logged in the Complaints Register, The Training Manager will discuss the circumstances with your Trainer and contact you with the result within fourteen (14) working days of receipt of your complaint. You or a representative will have an opportunity to formally present your case. You will also receive a written statement of the outcome of your complaint, including reasons for the decision.

Please email the completed the Complaint Form to: [lvtaac@bigpond.com](mailto:lvtaac@bigpond.com) or Mail to: Latrobe Valley Training and Assessment Centre, P.O. Box 1058, Traralgon 3844, Victoria.

- 5) Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. Latrobe Valley Training and Assessment Centre will contract such a person as and when required.

#### For assessment related matters

If you are advised that a Unit has been marked as “Not Yet Competent”, but you believe that:

- you genuinely do have the required degree of competency; and
- that you have provided reasonable proof of this to Latrobe Valley Training and Assessment Centre

Then you may query or appeal that result. Latrobe Valley Training and Assessment Centre are committed to ensuring that all students are fully satisfied with the fairness and accuracy of our assessment processes.

#### Appeal process:

1. Discuss the matter with your Trainer. If not satisfied you may then:
2. Lodge a query or an appeal. To do this you will need to speak to the Training Manager. You may also need to complete a Notice of Appeal form. Once you complete the form, return it to the Training Manager with any additional information you wish to provide.
3. You should describe the details of your appeal clearly and fully on the form. You can attach additional information and a letter. You can also send the information as an email. Please address your correspondence to the Training Manager. It is important you ensure you provide

sufficient details about yourself, the course and the circumstances surrounding the appeal

4. Once the Notice of Appeal form has been received and logged in the Appeals Register, The Training Manager will discuss the circumstances with another Trainer and contact you with the result within fourteen (14) working days of receipt of your appeal. You or your representative will have an opportunity to formally present your case. You will also receive a written statement of the outcome of your appeal; including reasons for the decision.
5. Please email to: [lvtac@bigpond.com](mailto:lvtac@bigpond.com) or Mail to: Latrobe Valley Training and Assessment Centre Training Department, P.O. Box 1058, Traralgon 3844, Victoria

Where an appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. Latrobe Valley Training and Assessment Centre will contract such a person as and when required.

Latrobe Valley Training and Assessment Centre will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. A Corrective Action Record will be raised and filed in the Quality Compliance Folder for future reference.

#### The matter may be resolved by:

- 1) Granting the appeal, or
- 2) Rejecting the appeal, or
- 3) Referring the matter to an independent external assessor for resolution.
- 4) A written statement of the appeal outcome including reasons for the decision will be documented and provided.

#### Anonymous Complaints:

Latrobe Valley Training and Assessment Centre will only act on anonymous complaints if the issue is of a serious nature and enough evidence has been provided to substantiate the complaint

#### Referral Services

Latrobe Valley Training and Assessment Centre provides guidance where possible to assist clients in meeting their learning needs and course expectations through the provision of support by Trainers and the Training Manager.

If you need assistance to plan your career, speak to your Trainer or to the Latrobe Valley Training and Assessment Centre Training Manager.

While students that are engaged with a Job Network Provider would have already planned a career pathway prior to enrolling in the course, Latrobe Valley Training and Assessment

Centre encourages ongoing consultation with your case manager throughout the course to ensure that the planned outcome is on track and suitable employment pathways are identified to be explored at the conclusion of the course.

You may have concerns that are outside of the scope of the course however, as a student, Latrobe Valley Training and Assessment Centre staff is committed to your overall wellbeing. You can discuss your concerns with your trainer or the Training Co-ordinator and they will direct you to the Department most likely to be of assistance.

You may not want to discuss your concerns with Latrobe Valley Training and Assessment Centre staff so the following links have been provided as they may be of assistance or they will know who to refer you to for assistance relevant to your concerns.

Lifeline

Telephone 13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

Latrobe Community Health

Telephone 1800 242 696

[www.lchs.com.au](http://www.lchs.com.au)