



## RTO 41067

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## **Introduction**

Learning Live is dedicated to providing a high standard of training to meet the personal and career objectives of participants. Our Trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge to provide flexible and workplace relevant training.

## **Our Commitment**

To ensure we provide training and assessment services that meet the needs of clients and industry, we employ highly qualified industry experienced trainers, and have quality facilities and resources. Our trainers provide accessible and engaging learning environments with assessment that is fair, Valid, Reliable and flexible.

## **Prior to commencement**

Should Learning Live cancel training before commencement, participants will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit the participants all fees paid by participants will be refunded in full within 10 days of the training being cancelled.

## **For training that has commenced**

In the unlikely event that Learning Live is unable to deliver the scheduled training, the participant will be offered the option to enrol in another course at no additional charge.

## **Our Service Commitment**

- Your questions are important to us. Please be aware that our Trainers and staff are working with other participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us one (1) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment are issued within 6 calendar days of your completion.
- Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason.
- Learning Live is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

## **Access and Equity Policy**

Based on the Access and Equity Policy for Vocational Education and Training Learning Live will deliver training that:

- Is equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training.
- Provides equal opportunity for all participants.
- Provides access for all participants to appropriate quality Vocational Education and Training programs and services.

- Provides support services for participants to achieve positive outcomes.

## Expectations of Participants

To avoid any confusion, the following expectations of behaviour are required by all participants. Failure to comply with these may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation, bullying and harassment regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of training and assessment activities with your Trainer.
- Inform Learning Live in advance of any intended absences.
- Inform Learning Live immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer and Staff if you have a medical condition that may affect your participation or affect others who are also attending the those with whom you may be training.
- For some of our courses, you may be required to provide 100 points of identification.

### Some Evidence of Identity – 100- point checklist

Birth Certificate - 70	Current Centrelink card - 25
Passport – 70	Medicare Card – 25
Citizenship certificate – 70	Bank Card – 25
RMS Issued Licence or proof of age card – 40	Utility Bills / Rates – 25
Australian driver’s licence – 40	Registration or Insurance papers - 25
Current Australian High risk work photo licence - 40	

### Unique Student Identifier (USI)

Every participant, new or continuing, is required to supply Learning Live with their Unique Student Identifier (USI). The USI is required at the time of enrolment. We are unable to accept enrolments without this number (or notification of an exemption if applicable) as we need this in order to issue any qualification.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to enable you to participate in training.

For more information and to apply for or retrieve your USI go to: <https://www.usi.gov.au/>

### **USI Privacy Notice**

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you. This is for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or where the information is no longer needed for that purpose, unless we are required by any law to obtain it.

Your personal information that is provided to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you have asked Learning Live to make an application for a student identifier on your behalf, Learning Live will have to declare that they have complied with certain terms and conditions. This allows us to access the online student identifier portal and submit this application including a declaration that Learning Live has given you the following privacy notice.

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- ✓ Is collected by the Registrar for the purposes of:
  - Applying for, verifying and giving a USI;
  - Resolving problems with a USI and;
  - Creating authenticated vocational education and training (VET) transcripts;
- ✓ May be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - The purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - Education related policy and research purposes and;
    - To assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;

- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;
- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system, and

### **Participant Support**

Learning Live staff are dedicated to providing a high standard of service to participants. Participants can contact Learning Live by phone or email during office hours. We endeavour to respond to participants as quickly as possible, but we ask that you allow us two (2) business days to respond.

Should participants require further support, Learning Live can assist in identifying the appropriate support service as well as organising access to those services which may include (but are not limited to) language, literacy and numeracy assistance, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the participant; however, the RTO will not charge any fees for the referral to these services.

### **Fees and Charges**

Fees must be paid upon enrolment of training to secure your place.

The fee per course covers the cost for tuition and all relevant materials.

No more than \$1500 will be collected prior to commencement of any course enrolment.

All invoices are payable prior to training for an individual, or within 7 days of issue for an ABN holder. If any fees are not paid by the due date, a late fee may accrue in the amount of \$30 each 7- day period (or part thereof) of the fee that is overdue. If fees are not paid prior to the course commencement date, this may result in cancellation of the booking.

### **Refund policy**

If a participant needs to withdraw from the course prior to commencement of training the following apply:

The following charges are payable when an enrolment is cancelled:

- Notice 72 hours or more before the commencement date of the training – no charges,
- 72 – 24 hours' notice before the commencement date of the training – 50% of Unit of Competency fee,
- Less than 24 hours' notice before the commencement date of the training - 100% of Unit of Competency fee.

If a participant needs to withdraw prior to course commencement, they may nominate to defer their enrolment to an alternate date. Participants who defer their enrolment must complete the course within 12 months of deferment or forfeit the fees paid in advance.

Participants wanting to transfer to an alternate date must gain approval from Learning Live before doing so. A request to transfer must be made no less than 48 hours before the commencement date. If the request is made less than 48 hours before the commencement date and approved by Learning Live, the participant must pay a transfer fee of \$30. No more than one transfer is allowed per enrolment.

If a request to transfer is refused by Learning Live and the participant does not attend the enrolled training, the above charges will apply.

### **Re-assessment**

- If a participant is unable to demonstrate competency in any area of assessment they will be re-assessed. Re-assessment may include demonstrating a skill, answering questions, providing further information.
- All participants are given one (1) re-assessment opportunity without further payment
- If a participant is unable to demonstrate competency after two (2) assessment attempts they are required to speak to their Trainer/Assessor regarding re-enrolment into the Unit of Competency.

### **Competency Based Training and Assessment**

Participants enrolled in training which will lead to a Statement of Attainment are required to complete all required assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge as outlined in the Unit of Competency published on training.gov.au.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations of skills
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

Participants will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather the participant is deemed “competent” or “not yet competent”.

## Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

1. The currency of the previously issued Statement of Attainment
2. Mapping to the current Unit of Competency, and
3. If the training was undertaken with a Registered Training Organisation (RTO)

If you think you may be eligible for a Credit Transfer, you will need to provide the following:

- The original Statement of Attainment and/or Certificate for Learning Live to sight and to scan into your student file, or
- A certified copy of your Statement of Attainment and/or Certificate signed by a Justice of the Peace (JP) or
- Your USI transcript listing the relevant Units of Competency

Learning Live may contact the previous issuing RTO to verify the certification you have presented.

## Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal or informal learning
- Employment (or volunteer work)
- Recreational or personal interests

You may be eligible for RPL for part or all, of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer, or RTO Manager.

## Access to Participant Records

Participants may wish to access their records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access participant files without written consent from the participant. ASQA and other regulatory bodies may also request exemplar student files from time to time for audit purposes.

In the unlikely event that the Registered Training Organisation (RTO) ceases operation, the RTO is required to provide to ASQA a record of all qualifications and statements of attainment issued to students. The RTO will assist all students in transferring to another RTO to complete their studies and abide by the requirements set out by ASQA to any financial obligations.



### Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, ASQA and other regulatory bodies conduct regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of participants and industry as well as legislation.

Upon request Learning Live is required to supply Participant contact details including address, telephone numbers and email address to ASQA.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.

### Change of Personal Details

Should you change any of your personal details please notify one of our administrative staff immediately. These details may include, address, surname, contact telephone or number.

### Complaints and Appeals

Complaints are the expression of dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, Staff and Contractors.

Learning Live are dedicated to providing a high standard of service. Should a participant have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following processes.

The following are examples of issues for which participants may lodge a complaint:

- Enrolment
- Training delivery
- Training and/or assessment, including Recognition of Prior Learning
- Any other activities associated with the delivery of training and assessment services
- Issues such as discrimination, sexual harassment, participant amenities, etc.

**First instance:** Participants are encouraged to speak immediately with their Trainer and Learning Live staff.

**Second instance:** If the issue is not resolved the participant is encouraged to either speak to or contact in writing the RTO Manager.

**Third instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to the participant in writing within fifteen (15) Business days of the decision.

In the event that a complaint has been lodged an Incident/Complaint Form must be completed and forwarded to the RTO Manager immediately, even if the situation has been resolved to the satisfaction of all parties.

### **Appeals**

Appeals are the expression of the dissatisfaction of an assessment result or assessment process. This would occur when a participant has been deemed not yet competent and does not agree with this decision. There are various grounds for lodging an assessment appeal.

These include, but are not limited to:

- Participant not being fully informed of the assessment process
- Participant's needs not taken into consideration
- The assessment process is different to that outlined by the Trainer/Assessor
- The assessment process is not based on Unit of Competency requirements
- An inappropriate method was used to assess the Unit of Competency
- Alleged bias of the Trainer/Assessor
- Alleged incompetence of the Trainer/Assessor
- Faulty or inappropriate equipment or facilities

### **Step 1**

The participant appealing an assessment outcome and/or the assessment process discusses their issue with the Trainer/Assessor involved.

*(This step must commence within ten (10) working days of the assessment outcome being advised).*

### **Step 2**

If still not satisfied, the participant must complete the Assessment Appeals Form - Part A and forward to the RTO Manager or Third- Party representative Manager.

*(This should occur within five (5) working days of Step 1)*

### **Step 3**

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. The participant is to be advised of the appeals outcome within ten (10) working days. *(This should occur within ten 10 working days of Step 2)*

#### **Step 4**

If still not satisfied with the outcome of the appeal the participant's appeal is to be reviewed by the Managing Director. The Managing Director will send an acknowledgement letter to the participant, record the receipt of the Assessment Appeals Form, then review. The Managing Director if necessary, will convene a review panel to thoroughly examine the appeal.  
*(The participant is to be advised of the outcome within ten (10) working days).*

#### **Results**

All participants will receive their Assessment feedback and result within ten (10) working days of submission.

On completion of a Unit of Competency, Learning Live will issue Statements of Attainment within thirty (30) calendar days.

#### **What if I need my Statement of Attainment to be re-issued?**

In the event of a lost or damaged Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Statement of Attainment and return with payment of \$30 (including GST).

#### **Evaluation**

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training and assessment conducted. Learning Live encourage all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

#### **Enrolment Process**

Upon booking with Learning Live, participants will be required to provide the minimum information in order to verify their USI number. On arrival on the first day of training, they will then be required to complete their enrolment by filling out the enrolment form. The steps in the enrolment process are as follows.

##### **Step 1: Participant Contact**

When the participant contacts Learning Live, they are advised of the dates and availability of courses.

##### **Step 2: Obtaining a Unique Student Identifier (USI)**

Participants are then advised to obtain a USI from the USI website ([www.usi.gov.au](http://www.usi.gov.au)). If the participant already has a USI, the USI will need to be verified before they are booked into the course.

### **Step 3: Booking**

Participants will be asked for their full name and date of birth in order to verify their USI number prior to booking. Participants are then asked questions to determine they are enrolling into the appropriate course. Participants will also be asked about their capability with Language, Literacy and Numeracy (LLN).

Once this information is obtained participants are booked into the appropriate course and are sent the Enrolment Confirmation email. There are Enrolment Confirmation emails relating to each course type which outline the specific requirements of each course that the participant has booked. This email also outlines the terms and conditions, cancellation policy and links to the website which contains further information about the course, Participant Handbook and LLN form.

### **Step 4: Enrolment Completion**

On arrival to the course, participants are asked to provide evidence of identity (as outlined in the Enrolment Confirmation). They are also asked to sign onto the attendance list and fill out an enrolment form. Participants need to read the terms and conditions on the enrolment form and sign before commencing training. This information is then entered into the student file for reporting purposes.

### **Step 5: Course Completion**

- On completion of all coursework, if the participant has been deemed competent by the trainer/assessor, the participant is marked as 'Competent' and a Statement of Attainment is issued. After this, relevant industry cards/tickets are issued by the appropriate industry body (e.g. SafeWork, RMS or Liquor and Gaming). Participants will be provided with a soft copy of their Statement of Attainment and can request a copy of this at any point on completion of their training.

## Relevant Legislation - to be complied with

### Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A0013>

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### Industrial Relations Act 1996

The principal objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<https://www.legislation.nsw.gov.au/#/view/act/1996/17>

### Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy

Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

### Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to:

<https://www.legislation.gov.au/Series/C1968A00063>

### National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <https://www.legislation.gov.au/Details/C2017C00245>

### Equal Opportunity

New South Wales Anti-Discrimination Act 1977.

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <https://www.legislation.nsw.gov.au/#/view/act/1977/48/full>

### Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<https://www.legislation.gov.au/Details/C2020C00079>

### Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences