

Look Now Training

Provider No: 31827

Learner Handbook

Contents

Welcome	3
Introduction	5
Unique Learner Identifier (USI)	6
Induction and Code of Conduct - (<i>Face to Face Training Only</i>)	7
Rights and Responsibilities of Learners and Staff	8
Accidents	10
Change of enrolment details	10
Complaints	10
Academic Appeals	13
Course Withdrawals	16
Continuous Improvement	16
Access to Learner Training Records	19
Competency Based Training and Assessment	21
Credit Transfer	26
Issuing of qualifications	26
Language, Literacy and Numeracy (LLN)	27
Legislation and Organisation Procedures	28
Access and Equity	29
Alcohol and Other Drugs (AOD)	29
Harassment and Discrimination	30
Privacy	31
Learner Support, Welfare and Guidance	33
Refund Policy	34
Requests for Deferral	37
Work Health and Safety Policy	37
COVID19	37
Industry Placement	38
Definitions	41

Welcome

Welcome to Look Now Training

On behalf of the staff at Look Now Training, we would like to welcome you.

To help you understand the way our organisation works and help you get the most from your studies, we are providing this Learner Handbook which we trust answers the questions you have about studying with us. If not, please feel free to ask your trainer.

For those of you enrolled in a certificate course, please take the time to read this handbook and sign the acknowledgement form confirming you have done so.

For those completing short courses, copies of the handbook are available in all classrooms. Please take the time to read this handbook, especially in relation to legislation that may impact on your studies.

Trainers are responsible for ensuring all Learners are kept informed of any changes to legislation or Look Now Training policies. Any changes affecting your studies or learning environment will be emailed to all currently enrolled Learners. Please ensure you keep us informed of any changes to your contact details

All staff members are here to assist you and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with us is an enjoyable one and the skills you learn here prove valuable in your chosen career.

The Management Team Look Now Training

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PROGRAM PRICING SCHEDULE TO BE INSERTED

Or
refer to Look Now Training Website

Introduction

The VET Quality Framework

The course in which you are enrolled will result in your achieving a nationally accredited qualification. If you complete all requirements of the course, you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined by the VET Quality Framework and the Australian Qualification Framework (AQF). Australian Skills Quality Authority (ASQA) audits Registered Training Organisations (RTOs) to ensure compliance against these frameworks.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015 and will be re-audited during its subsequent five-year registration period. These standards and the auditing process are intended to provide the basis for a nationally- consistent, high quality vocational education and training system.

The VET Quality Framework is a quality training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

As an RTO, Look Now Training adheres to this system and does all within its power to remain compliant. From time to time Learners are surveyed and their cooperation will assist this organisation in remaining compliant. Assessment Booklets contain feedback forms and Learners are invited to provide feedback on the assessment through this form.

Learners will also be invited to provide feedback through Course Evaluation Forms. These surveys are conducted to enable Look Now Training to identify opportunities for improvement not only to training and assessment but also to services provided. Learners accessing a subsidised training position under the Certificate 3 Guarantee or Higher-Level Skills entitlements systems will also be required to undertake a Departmental Survey within three months of completing their enrolment.

Unique Student Identifier (USI)

All Learners who will be completing or commencing nationally recognised training with *Look Now Training* (college, distance or blended) will need to have a Unique Learner Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them (e.g. for a new employer or when you enrol to study at a new training organisation). Your USI can be accessed online from your *computer, tablet or smart phone and allows easy access to your training records and results. A Unique Learner Identifier (USI) is effectively a reference number made up of 10 numbers and letters (e.g. 3AW88YH9U5) that gives you access to your USI account.*

From 1 January 2015, we at Look Now Training can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Learner Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/>.

If you would like us Look Now Training to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf>

The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and training course that is undertaken or completed from 1st January 2015 onwards.

Who needs a USI?

- Learners who are enrolling in nationally recognised training.
- School Learners completing nationally recognised training.
- Learners continuing with nationally recognised training (a continuing study is a Learner who has already started their course in a previous year and not yet completed it and will continue studying after 1st January 2015)

Apply for your own USI

It is free and easy for you to create your own USI online. Visit the USI website at usi.gov.au and select the 'Create a USI' link and follow the steps.

Once you create your USI

Once you create your USI you will need to notify Look Now Training of your USI number and any other training organisation you study with so your training outcomes can be linked. You will be able to:

- View and update your details in your USI account.
- Give your training organisation permission to view and/or update your USI account.
- Give your training organisation view access to your transcript.
- Control access to your transcript from 2015; and
- View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

Important

- Ensure you register your USI in your present legal name (as per your current I.D)
- Once you have created your USI you will need to contact Look Now Training at 07 5434 9922 to notify us of your USI number. (Please also include your full name and date of birth).
- It is important to notify Look Now Training of your USI number (and full name & DOB) as we will need to verify the USI by entering it into our Learner management system.
- When you enrol you will need to use the same personal details as the ID that you used to create your USI. Please do not use a preferred name or abbreviated name.
- Look Now Training is not permitted to issue your Certificate or Statement of Attainment until we have a USI entered and verified in our Learner management system against your enrolment.
- Update your USI where you change your name (e.g. married name)

More information

For more information, you can:

- Watch the short information video from the Australian Government at
- <https://www.youtube.com/watch?v=HRYaaF-B7Ho> (or search *Unique Learner Identifier (USI)* – *Learner Video* on YouTube).
- Visit the website: www.usi.gov.au
- Read the Learner fact sheet given to you by the course advisor or found on the USI website, <http://www.usi.gov.au/Learners/Pages/default.aspx>, <http://www.usi.gov.au/Learners/Pages/your-training-organisation.aspx>

Induction and Code of Conduct - (Face to Face Training Only)

On the first day, all new Learners are requested to register at reception at the appointed time. Learners will be greeted, and an Orientation will be conducted in accordance with the induction checklist and will include the following.

- Distribution of Learner Handbooks to those who have not already received one
- Relevant Policies and procedures contained in the Learner Handbook are explained
- Program pricing schedule

- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc.) given
- Overview of the Evacuation procedure conducted
- Disclaimers completed and handed in

Rights and Responsibilities of Learners and Staff

Learners' Rights

- expect Now Training to provide training of a high quality that recognises and appreciates their individual learning styles and needs have all fees and information prior to enrolment
- have access to all Look Now Training regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice, prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent, and diligent Trainers who observe their responsibility to address Learners' learning needs, assist them to achieve the course outcomes, and assess their Learners' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- be treated with dignity and fairness,
- expect that Look Now Training will be ethical and open in their dealings, their communications, and their advertising
- expect that Look Now Training will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- privacy and confidentiality, and secure storage of Learner records in accordance with the organisation's policies, to the extent permitted by law

Learners' Responsibilities

Learners are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to advise Look Now Training of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- recognising the rights of staff and other Learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from

other people

- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to Now Training administration office
- respecting Look Now Training property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt
- abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on Look Now Training property or engaged in a Look Now Training controlled or sponsored activity
- completing survey requirements if utilising a subsidised training position under the Certificate 3 Guarantee

Staff Responsibilities

All Trainers employed Look Now Training must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach
- any information passed on to Learners is accurate
- any advice given is done so consistent with the National Code and Look Now Training and Employment's own Code of Practice
- all Learner attendance is recorded accurately as per the Attendance Sheet/s provided for each module that is delivered
- all absences are recorded for each session
- attendance and absence information are passed on to the registrars in the roll book in a timely manner
- classes are held as scheduled by Look Now Training and any changes are to be reported immediately to ensure continued compliance
- Look Now Training Management is advised of any addition or increase in the number of Learners in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-Ordinator
- trainers who successfully complete additional qualifications advise Look Now Training of such and provide certified copies of the qualification and transcript

Look Now Training abides by the Standards for Registered Training Organisations (RTOs) 2015 in relation to all training and assessment activities. Accordingly, Look Now Training require all training/assessment staff to hold as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40110) – or equivalent
- Sound, recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training,
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles and
- A current certificate authorising the staff member to work with children and young people.

Accidents

All accidents must be reported and recorded on an Incident Report Form which must be signed by the nominated staff member. Any action taken must be recorded.

Change of enrolment details

It is your responsibility to notify us of any change of name, address, or employment, which occurs during the term of your studies with us. Please ensure this is completed as soon as practical.

Complaints

Complaints and Appeals Policy

Purpose

Look Now Training seeks to continuously provide high quality education and training services. The complaints and appeals policy aims at managing and responding to allegations involving the conduct of the RTO, its trainers, assessors or other staff, and includes any third parties providing service on behalf of Look Now Training, its trainers, assessors or other staff, or the conduct of other Learners, and all matters covering training and/or assessment services provided by Look Now Training.

Look Now Training is committed to implementing an effective compliant resolution procedure that where possible, is managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good education, working relationships and positive outcomes. The procedures aim to ensure all complaints and appeals are addressed effectively, efficiently and in a timely, fair, unbiased, and confidential manner.

Scope

This policy applies to all Learners (including current, prospective, and existing Learners) undertaking study or training in courses offered by Look Now Training, including trainees under a contract of training. Learners under a contract of training will also need to seek advice from the relevant government department in their State about their rights and responsibilities. This policy also applies to staff, trainers and assessors, Co-providers and their trainers and assessors, industry representatives and employers.

Confidentiality will be maintained at all times. All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities, and the complaint will be forwarded to the most appropriate qualified person (as determined by the Director) to assist the effective and rapid resolution of any complaint.

Complaints and appeals are acknowledged and dealt with fairly, efficiently, and effectively. At all times, parties to the complaint may be accompanied by an advocate of their choosing (at their own cost), except where that advocate is a legal practitioner. Each party will have opportunity to present their side of the matter.

A complainant has the right to withdraw a complaint at any stage.

If a Learner is utilising the complaints and appeals process, their enrolment will be maintained whilst the complaints or appeals process is ongoing unless the Learner is in breach of another Look Now Training Policy.

Decisions or outcomes of the complaint handling process that find in favour of the Learner shall be implemented immediately.

Procedural Fairness & Natural Justice

Look Now Training applies the principles of procedural fairness and natural justice throughout the Complaints and Appeals handling process. All decision-makers within Look Now Training will inform people of any cases against them or their interests and will give them a right to be heard (the 'hearing' rule).

The decision makers will not have a personal interest in the outcome (the rule against 'bias') and they will act only on the basis of logically probative evidence (the 'no evidence' rule). This means that:

- Any person subject to a decision by Look Now Training, or anyone who has allegations made against them, will be informed, and has the opportunity to tell their side of the story before a decision is made.
- Appellants, or anyone who has allegations made against them, will be provided with an opportunity to formally present their case.
- The decision maker will be independent of the complaint/decision being reviewed
- Decisions made by Look Now Training will be done so in an unbiased and fair manner based on facts provided or determined through investigation of a complaint.
- Look Now Training will address each complaint in a confidential, effective, and timely manner.

Victimisation

All complaints will be handled with fairness in accordance with the principles of natural justice. Look Now Training is committed to ensuring that participants do not experience any victimisation as a result of making either an informal or formal complaint.

Whether a complaint is formal or informal, steps will be taken to ensure that neither party is victimised or disadvantaged as a result of a complaint being made. The nominee appointed to manage a formal complaint will be responsible for ensuring that no victimisation occurs.

Defamation

Defamation may be defined as the publication or making of false statements about another, which damage that person's reputation. The defamatory statement must be untrue and also intended to be taken seriously. Its effect must be damaging to the reputation of the person.

A defamatory statement may be in one of two forms – libel or slander. Libel is a defamatory statement in written words, pictures or other visual form, or broadcast over radio or television with an element of permanence about it. Slander is a defamatory statement in spoken or written words or other transitory form.

All parties to a problem resolution process should ensure that they limit their discussions to details of the complaint and that they act within their role in pursuing Look Now Training's Complaints, Grievance and Appeals policy.

Record Keeping

Secure records of complaints and appeals, and their outcomes are maintained electronically. Records of all complaints and appeals and their outcomes will be recorded within 'Look Now Trainings' Continuous Improvement System. All records relating to complaints and appeals are treated as confidential and meet Look Now Training's Privacy Policy obligations. These records are managed by Look Now Training's Senior Management and by Compliance. Complaints are subject to review by senior management during Operations meetings, which will identify potential causes of complaints and appeals and by taking appropriate corrective action to eliminate or mitigate the likelihood of future reoccurrence.

Resolution Timelines

All parties involved in any formal complaint or appeal will be advised of the outcome in writing within twenty (20) working days of the date of the complaint/appeal.

Where a complaint takes more than 60 calendar days to process and finalise a complaint Look Now Training will:

- a) Inform the complainant in writing, including the reasons why more than 60 calendar days are required and
- b) Regularly update the complainant on the progress of the matter. Updates shall be provided to the complainant at a minimum of four (4) weekly intervals

How to Make a Complaint

There are two types of complaint: informal and formal. Learners, RPL participants, industry representatives and staff may choose either process.

Informal complaint

A complaint is considered to be informal when it is made verbally and addressed to the person against whom the complaint is being made. An informal complaint must be able to be resolved at the local level with a minimum number of people involved.

Formal complaint

1. Learners may make a formal complaint by forwarding a signed written complaint to the General Manager of Look Now Training within one month of the incident to which the complaint relates.
2. The General Manager will forward a copy of the complaint to Compliance and will notify the Director that a complaint has been received.
3. The General Manager will commence their review of the complaint within seven (7) working days from the date the complaint was submitted. The General Manager will make enquiries about the matter or may task another person on their behalf to research the matter against the relevant policy. All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities, and the complaint will be forwarded to the most appropriate qualified to assist the effective and rapid resolution of any complaint.
4. The General Manager will finalise their response to the complainant and provide the complainant a response as soon as possible but no later than twenty (20) working days from when the complaint was submitted.
5. The General Manager is to communicate the response in writing to the complainant and is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. If the complainant is not satisfied with the outcome the General Manager is to advise the complainant of their options, as detailed herein (refer Review by external independent party/agency)
6. The outcome of the complaint and all associated records must be on forwarded within seven (7) days of the outcome to:

Compliance for updating in the associated records management system (note: record keeping)

Look Now Training's Director for senior management corrective action

Academic Appeals

All Learners have the right to make an academic appeal. Where a Learner is dissatisfied with an assessment the Learner/participant should discuss this informally in the first instance with their assessor.

Where a Learner/participant is dissatisfied with the outcome of assessment of practical work and/or vocational placement assessments performed in the workplace, the Learner should discuss this informally in the first instance with their workplace mentor/supervisor. If the Learner remains dissatisfied, the issue should be discussed informally with their assessor.

If the issue cannot be resolved informally, a Learner can submit a formal academic appeal in writing to the General Manager within twenty (20) working days of receiving the reviewed academic result.

The appeal must outline why the Learner has requested a formal review of the result. The Learner will be advised in writing that the appeal has been received. The relevant General Manager will seek to resolve a formal academic appeal through the appointment of an independent and impartial assessor to investigate and make a recommendation.

The RTO Manager will make the final decision on all formal academic appeals.

All parties involved in any formal academic appeal will be advised of the outcome in writing within twenty (20) working days of the date of the appeal. If a Learner's formal academic appeal is successful, the academic result will be amended.

A Learner/participant whose formal academic appeal is not upheld by the General Manager will be advised in writing of the option to either access the appeals procedure or the process for external mediation.

- The General Manager is to communicate the response in writing to the appellant and is to seek feedback from the appellant about their level of satisfaction with the outcome. If the appellant is not satisfied with the outcome the General Manager is to advise the appellant of their options, as detailed herein (refer to Review by external independent party/agency)
- The outcome of the academic appeal and all associated records must be on forwarded within seven (7) days of the outcome to:

Compliance for updating in the associated records management system (note: record keeping).

Look Now Training's Director for senior management corrective action.

Appeals process

If a complainant is dissatisfied with the outcome of their formal complaint or academic appeal, they may lodge an appeal against the decision. Look Now Training provides the right of appeal against decisions made following the resolution or completed investigation of a complaint or academic appeal, whether informal or formal or a breach of Look Now Training's Policy. At all times, parties to the appeal may be accompanied by an advocate of their choosing (at own cost), except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so.

An appeal must be lodged in writing within twenty (20) working days of the date of notification of the original decision. Any appeal must set out the grounds for the appeal.

The General Manager or nominee may convene an Appeals Panel to assess the appeal, and act as Chairperson. In addition to the Chair, an Appeals Panel will consist of at least 2 staff of Look Now Training Skills Training. The appellant will not normally have the right to be present when the Appeals Committee convenes.

Non-academic appeals do not ordinarily require the convening of an Appeals Panel; however, the General Managers may seek the input of suitably qualified staff that are independent of the grounds of the appeal.

Where the grounds of an appeal involve statutory issues such as harassment or discrimination the General Manager will participate in the appeals process.

The appellant will be notified in writing of the outcome of the appeal outlining the reasons for the

decision within twenty (20) working days of the date of lodgement of the appeal.

The report will further advise the appellant of their right to access the external mediation process if they are not satisfied with the outcome of their appeal.

Resolution Timelines

All parties involved in a formal appeal will be advised of the outcome in writing within twenty (20) working days of the date of the complaint/appeal.

Where an appeal takes more than 60 calendar days to process and finalise a complaint Look Now Training will:

- a) Inform the appellant in writing, including the reasons why more than 60 calendar days are required and
- b) Regularly update the appellant on the progress of the matter. Updates shall be provided to the appellant at a minimum of four (4) weekly intervals
- c) The outcome of the appeal and all associated records must be on forwarded within seven (7) days of the outcome to:

Compliance for updating in the associated records management system (note: record keeping).

Look Now Training's Director for senior management corrective action.

Review by external independent party/agency

Complainants can choose to utilise resources outside Look Now Training to resolve their complaint/appeal if they are not satisfied with the process applied by Look Now Training. If after Look Now Training's appeal process has been exhausted and the complaint has still not been resolved, upon written request, an independent organisation can be arranged to facilitate further review of the complaint or appeal. Any fees charged by an external agency will be the responsibility of the complainant or appellant. The complainant/appellant will incur all associated costs or fees charged by the external agency.

Each complaint and appeal outcome will be recorded in writing and each party to the complaint/appeals will be given a written statement of the outcomes, including reasons for the decision.

If the complainant is not satisfied with the external independent party/agency they may refer the matter to the national regulator of Australian vocational education and training (VET) providers - Australian Skills Quality Authority (ASQA) www.asqa.gov.au/complaints . Complainants are to be advised that ASQA will require that 'Look Now Training's' formal complaints process has been completed prior to considering all or part of the complaint.

A copy of our complaints policy can also be obtained on our website – www.looknowtraining.edu.au

Course Withdrawals

If a Learner desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after the course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The Learner will be issued with a nationally recognised Statement of Attainment for any units in which they have been assessed as competent as recognition of completion of those units of study completed at the time of withdrawal.

Continuous Improvement

Continuous improvement involves:

- progressively increasing value to residents through changes designed to better address their needs and preferences
- enhancing performance against the Accreditation Standards
- commitment to identifying needs and opportunities for improvement in a systematic and planned way.

Continuous improvement is not a "stop-start" approach to making things better but one that forms a central part of a comprehensive system to manage and improve the quality of services provided to clients. Our approach is to:

- identify the area or activity that the organisation would like to make better
- plan what is needed to be done to bring about improvement
- make the improvement
- check how well it worked
- decide what needs to be done next

The following principles help drive and support the continuous improvement process. They underpin our approach and are aligned with contemporary management thinking such as customer focus and responding to client needs.

This includes:

- increasing the awareness and involvement of clients in improvement initiatives
- integration of client information (needs, comments, and complaints) into the quality management system
- shaping the direction, behaviour, and culture of the service to be responsive to client needs.

Academic Misconduct

Look Now Training Manager - will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- Deliberate copying or attempting to copy the work of other Learners
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another Learner as their own work.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments.

Two verbal warnings will be given before cancelling the assessment marking assessment NYC. Learners involved in any of the above will be set a new assessment and will be counselled by the Chief Executive Officer.

Discipline

Look Now Training will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all Learners and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a Learner:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on the premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damages or removes any property or resource belonging to Look Now Training or any training venue hired by Look Now Training
- assaults (physically or verbally) any person or persons on the premises or any training venue hired by Look Now Training fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of Look Now Training premises or any other place to which Learners have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the Chief Executive Officer will notify the Learner of the reason for the action.

- A verbal warning will be given to the Learner and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the Learner and a written warning will be provided to the Learner. A copy of this warning will be noted and kept on the individual's file

- In the event that the behaviour continues beyond the written warning, the Learner will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the Learner's individual file.

If a Learner wishes to lodge a complaint in relation to the disciplinary action taken, they have the opportunity to follow Look Now Training complaints procedure.

Dress Code - (Face to Face Training Only)

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses closed in shoes may be a requirement.

Behaviour on Campus - (Face to Face Training Only)

Every Learner is expected to reflect the ideals and code of behaviour of Look Now Training in their dealings with fellow Learners, members of staff and the general public. Learners are expected to adhere to the rules and to co-operate in the effective running of Look Now Training.

Look Now Training strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue, or behaviour, not on the person
- to assist in maintaining the self-confidence and self-esteem of others
- to maintain constructive relationships with all staff and fellow Learners
- to take the initiative to assist in making things better
- to always lead by example
- to always respect the property of Look Now Training staff and fellow Learners
- to refrain from using inappropriate language, the understanding that to do so will not be tolerated
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at Look Now Training
- encourage the use of water bottles in classrooms

Every staff member and Learner should hold every other staff member and fellow Learner responsible for meeting these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all Learners of the many different ways to avoid plagiarism. Learners who are proven to be involved in such activities will not be permitted to continue their course.

First Aid

In the event of a Learner requiring First Aid, a trainer or staff member will administer First Aid and the Learner must complete the Incident Form. Should medication be required, Learners will be referred to a medical assistant and if necessary, will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the Learner until it arrives.

Smoking

Look Now Training premises (including classrooms, toilets, and general office areas) are smoke-free zones. If Learners wish to smoke, they should do so outside the buildings in designated smoking areas. In accordance with the latest requirements, Learners are to note that the smoking ban at building entrances has increased to 5 metres.

Theft - (Face to Face Training Only)

As the premises of Look Now Training are open to the public, Learners are advised not to leave their valuables unsupervised. Look Now Training cannot be held responsible for anything which may be stolen from its premises.

Sustainability

Look Now Training is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Learner Records

As a Learner, you should be aware that our trainers are required to:

- supply in a timely manner accurate records of Learner's academic performance for each unit of the course which the Trainer delivers and/or assesses
- supply in a timely manner as per Look Now Training procedures, accurate attendance records of Learner(s) for each session they deliver

Look Now Training has in place a policy and procedure for the collection, storage, and protection of all the training records of individual Learners, to meet training and assessment activity requirements. Assessment Results are recorded within twenty-one days from the date of assessment and Learners may request an update on progress at any time following this period.

Each individual Learner is assigned a personal file for storage of training records. Learner training documentation are stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program are informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of Look Now Training and Assessment.

Access to Learner Training Records

Access to individual Learner training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing,
- Look Now Training staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations

- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Learners wishing to check progress towards completion are welcome to request this information. It is the organisation's policy to attend to such requests within three working days. If for any reason this is not possible, you will be notified and advised of the date when the information will be available.

Training Record Book (Apprentices/Trainees)

A training record book will be provided to the apprentice/trainee within 14 days of the training plan being finalised. The purpose of the training record book is to record evidence of progression of training.

The responsibilities of an apprentice/trainee in relation to the training record include:

- hold and keep the record book safe and secure.
- regularly record work activities in the record book
- produce the record book to your employer. Trainer or the department officer if requested.
- familiarise yourself with the units that need to be completed as listed in the training plan
- remind your employer to review it regularly
- have regular discussions with your employer about the work-based tasks and learning that you need to learn and practice to achieve competency
- sign the training record book to acknowledge when you have successfully completed each unit
- take it with you if you change employers

Look Now Training and employer will request to inspect and review the training record book at least every three months and provides the opportunity to discuss training and ensure the apprentice/trainee is receiving the full range of work and progressing satisfactorily.

The training record book can be used to:

- record the work-based tasks undertaken at work that relate to each unit of competency in the training plan
- show employer what training has been undertaken and completed
- keep track of progress in training and assessment against the training plan timeframes
- assist in preparing for job applications
- identify gaps in on the job training
- determine level of competency to support any wage progression

Upon completion of each unit of competency, the training record will be signed by all parties:

- The employer's signature supporting that the apprentice or trainee is competent in the workplace, industry, and company standards.
- The apprentice or trainee's signature supporting that he/she agrees he/she has the ability to competently perform the workplace tasks.
- Look Now Training trainer/assessor's signature supporting successful completion of off- the-job training in the underpinning knowledge and skills.

Further Information

Further information regarding Apprenticeships and Traineeships is available from the QLD Department of Education Training and Employment, www.training.qld.gov.au. These information sheets include, (but are not limited to):

- Training contracts and commencement
- Probationary periods
- Apprentice or trainee responsibilities
- Employer responsibilities
- Assistance and support
- Disability assistance
- Funding available for apprentices and trainees
- School-based apprenticeships and traineeships
- Discipline
- Credit and recognition of prior learning
- Length of apprenticeships and traineeships
- Parent or guardian responsibilities
- Responsibilities of training organisations
- Training plan and training record
- Changing the training contract
- Completing an apprenticeship or traineeship
- Cancellation of an apprenticeship or traineeship

Alternatively, you may contact the Departments information line on 1800 210 210 or your Australian Apprenticeship Support Network Provider on 133873.

Academic Progress

It is expected that a Learner should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency-based training and assessment).

Learners are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If Learners are unable to achieve competency at the first assessment in a unit, trainers will work with Learners to identify areas of need and support Learner's efforts to achieve competency. Opportunities are provided for Learners to re-sit assessments.

Competency Based Training and Assessment

Competency Based Training is always concerned with what the Learner will be able to do at the end of training. There is not so much concern with what the inputs are or how the Learner got there. So, long as the Learner can provide quality evidence that demonstrates achievement of the listed competencies, it does not matter who taught him or her, how or when the training took place, what

resources were used or the course content material.

All assessments conducted by Look Now Training, will observe the following directives as listed in the *Competency Standards for Assessment* outlined in The Training and Assessment Training Package (TAE16)

- *Competency Based Assessment* - Assessment must take place within a competency-based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Education TAE16),
- *Validity* - Assessment methods will be valid, that is, they will assess what they claim to assess,
- *Reliability* - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- *Fairness* - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - be equitable, culturally, and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for Learners to undertake assessments at appropriate times and where required in appropriate locations.
- *Flexibility* - *Assessment procedures* must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- *Due Date Information* - The trainer will advise Learners of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Training and Assessment Methods and Pathways

Look Now Training have been approved by ASQA to deliver the qualifications listed on the national website. If you visit www.training.gov.au and enter Look Now Training name in left search window, you will be able to see just what those scopes are.

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information sessions are included with the introduction of each subject to inform Learners of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Learners are advised that there are a number of pathways to qualifications and Look Now Training provide you with the opportunity to identify the most appropriate pathway. This may be through:

- a formal learning process, such as the course in which you are currently enrolled
- work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home

Study options available may include:

Full time - this option requires classroom attendance as outlined in the course outline

Part Time - this option allows the Learner time to undertake other responsibilities, such as work, home duties etc.

Flexible - a combination of classroom and home study

Please note not all classes provide these options and Learners are encouraged to discuss this with their trainer.

Learners should be aware of the assessment criteria used by the trainers at Look Now Training. Assessments requiring essay or report writing are based on the following criteria:

1. Answering the Question

Learners must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

2. Referencing

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

3. Accuracy of Spelling, Grammar and Punctuation

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Learners should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the RTO Manager and dealt with accordingly. Learners should keep a copy of their assessments.

Format

- Cover sheet
- Use one side of page only
- Assignments to be word-processed*
- Double spacing to be used
- Use correct format, i.e. essay, or report format, appropriate headings
- Bibliography

**NB: exception allowed where Learners are unable to access appropriate equipment. Handwritten assignments must be neat and legible.*

Learning and Assessment Environment

Look Now Training provide candidates with a blended learning environment which may include: face-to-face classroom, online or by distance.

Assessment Requirements

To demonstrate competence in this unit a Learner must undertake all tasks in this assessment booklet and complete them satisfactorily. If a Learner is deemed 'Not Yet Satisfactory' the learner will have two (2) opportunities to re-attempt the assessment task. In addition to completing all tasks satisfactorily, a Learner will also be required to demonstrate satisfactory communication skills during any practical or observation activities. After a Learner has demonstrated competency and consistency in performance, the Learner will be awarded this unit. The Assessor will complete all checklists and provide feedback on these activities.

Should a Learner be deemed 'Not Competent' on completion of the unit, the Learner can appeal the assessment result as per our policy.

As part of the assessment process, all Learners must abide by any relevant assessment policies as provided to them. If the Learner feels they are not yet ready to be assessed or this assessment is unfair, they will be offered the opportunity to discuss all options that are available to complete the assessment.

Assessment methods

Competency-based training programs are made up of units. These are based on standards set by industry, and the assessments are designed to ensure each candidate has achieved all the required skills and knowledge within these units to gain their qualification. Assessment methods include, but are not limited to: Theory, Practical, Verbal (oral) questioning, Project, or Case Studies.

Competency Assessment

Where candidate has met the unit of competency requirements for the assessment, they are given an outcome of 'C' (Competent). If they do not meet the unit of competency requirements, they are deemed 'NC' (Not Competent).

Assessment outcomes

There are two (2) outcomes of assessments: S = Satisfactory and NS = Not Satisfactory (requires more training and experience). Where Learners have received a NYS result on assessment, they will be eligible to re-submit assessments and be re-assessed.

Re-assessment

Learners will be allowed two (2) further attempts at an assessment that has been deemed Not Yet Satisfactory, within the timeframe of a course (unit of competency). No additional fees will be charged.

Learners who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time they can request a mentoring session if required.

Assessment Attempts

If the candidate has been deemed 'NC', on an assessment, the Trainer and Assessor will provide a supportive, inclusive learning environment and offer reasonable adjustment where required. This may include the following:

- Mentoring outside of normal class hours
- External studies material (or via other online platforms)
- Reference links to learning material
- Training and support plan
- Support services information
- Modified assessment method (verbal one-on-one)

Statement of Authorship

All assignments projects, reports, papers, and assignments submitted to a course are expected to be the Learner's own work. Learners should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged.

Any Learner who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s.

Every assessment must be accompanied by a Learner's statement of authorship, which is included in Now Training Assessment Cover Sheet in each assessment booklet.

Reasonable Adjustment

Look Now Training has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for Learners with individual learning needs (such as a disability or learning difficulty) according to the nature of the learning need.

The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the Learner. Any adjustments will be recorded in the Learner's file and will not compromise the competency standard.

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- customising resources or activities within a training package or accredited course.
- modifying a presentation medium.
- providing additional support.
- providing assistive or adaptive technologies.
- making additional information accessible both before enrolment and during the course; and

The assessment process must still:

- Provide for valid, reliable, flexible, and fair assessment
- Provide for judgement to be made on the basis of sufficient evidence
- Offer valid, authentic, and current evidence

At Look Now Training, we recognise there may be a need for reasonable adjustments to our assessment and learning plans. Any individual need that you have will be addressed as it arises. Please speak confidentially to your Trainer/Assessor about any concerns or individual needs you may have with regard to your assessments.

Principles of Assessment and Rules of Evidence

Assessments are the tools used to gather and interpret evidence of competency. Look Now Training will develop assessments to ensure that the principles of assessment are adhered to. The principles of assessment are that assessment must be valid, reliable, flexible, and fair. We make judgement on your assessment by ensuring the rules of evidence have been met.

Credit Transfer

Credit Transfer / Recognition of Prior Learning (RPL)

Credit Transfer/RPL is available to all Learners enrolling in Look Now Training on scope of registration. Credit Transfer is credit towards a qualification granted to Learners on the basis of outcomes gained by a Learner through participation in courses or national training package qualifications with another Registered Training Provider.

RPL Recognition of prior learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge no matter how, when or where the learning occurred. This is an important assessment pathway, particularly for people who are considering doing study. The recognition gained may considerably reduce the study time needed to get a qualification. RPL is a process that must take place at the commencement of a person's funded training, apprenticeship, or traineeship. The RPL assessment may include workplace observation, interviews and professional conversations, work samples and documented evidence.

Issuing of qualifications

Look Now Training will issue all AQF qualifications and statements of attainment within 21 days of the training program's completion. All qualifications and statements of attainment issued by Look Now Training comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of Standards for Registered Training Organisations (RTOs) 2015.

Learners must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Learners will only be issued a qualification upon completion of their course. Look Now Training will issue each Learner an interim academic transcript by the end of each semester, if requested, and another one by the end of the course.

Look Now Training only issues AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses. Learners are able to download the Employability Skills for the training package qualification they are completing by visiting employabilityskills.training.com.au.

Learners are encouraged to take care of certificates issued by Look Now Training. Replacement certificates and/or Statements of Attainment will incur a cost of \$50.00 per document. Replacement certificates will only be provided upon submission of written request using Look Now Training “Request for Duplicate Qualification – document 48.

Language, Literacy and Numeracy (LLN)

Look Now Training aims at all times to provide a positive and rewarding learning experience for all of its Learners. The enrolment form requests provision of information regarding each Learner’s LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the Learner to discuss their requirements.

Learners must ensure that they have discussed with the Manager – Training and Compliance (or their appointed representative) any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. Look Now Training will offer to any Learner at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Some examples of the type of support that Look Now Training can offer include:

Literacy

- Providing Learners only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases, and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely, and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage Learners to ask questions,
- Ask all questions to ensure Learners understand.

Numeracy

- Ask Learners to identify in words, what the exact problem is and how they might solve it,
- Show Learners how to do the calculations through step by step instructions and through examples of completed calculations,
- Help Learners to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

Legislation and Organisation Procedures

Look Now Training will do all within its power to adhere to all legislative requirements, especially those that may affect a Learner's learning such as:

- Vocational Education and Training Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- QLD Further Education and Training Act (2014)
- Australian Qualification Framework 2013
- Access and Equity
- Alcohol and Other Drugs
- Privacy
- Work Health and Safety

National Vocational Education and Training Regulator Act 2011

National Vocational Education and Training Regulator Act 2011 was introduced and is regulated by The Australian Skills Quality Authority (ASQA) to provide a legislative foundation for flexible high- quality training for both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training, and employment matters to the government.

The objectives of the National Vocational Education and Training Regulator Act 2011 are:

- To establish a system for the effective and efficient provision of high-quality vocational education and training to meet the immediate and future needs of industry and the community
- To provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs
- To support the continued development of high-quality training by and within industry
- To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities.
- To regulate the registration of training organisations within the State.
- To meet the State's obligations under national training arrangements about vocational education and training
- Allow others to learn

- Keep Look Now Training premises safe by not threatening, bullying, or hurting others in any way
- Keep the classroom safe by obeying instructions
- Keep Look Now Training premises safe by not bringing illegal substances or weapons onto our premises
- Refrain from stealing, damaging, or destroying the belongings of others

Access and Equity

Now Training is committed to providing opportunities to all people for advancement in training on an equitable basis. This includes providing equal opportunities to industries where women are under-represented; and where people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners have access.

All Learners have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

All Learners who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any program within Now Training scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Manager – Training and Compliance.

Some examples of support offered include:

- Language and Literacy support of Learners who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of Learners.

Alcohol and Other Drugs (AOD)

Do you have any questions about alcohol and other drugs (effects, risks)?

Are you concerned about your own alcohol or other drug use, or about the drug use of someone you care about?

Do you need to know the rules about alcohol and other drug use at Now Training?

Look Now Training will put you in touch with services aimed to assist in dealing with this issue. We recognise that many factors can contribute to alcohol and other drug use and seek to respond to these with health promotion and early intervention approaches.

Alcohol and other drug use while undertaking Look Now Training activities is not permitted.

Harassment and Discrimination

At all times Look Now Training will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a Learner, trainer, administration, or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited, and unacceptable behaviour that will not be tolerated,
- The right to inform Look Now Training management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation, and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support, and assistance in resolving the issue.

Learners have the responsibility to:

- allow others to learn,
- keep Look Now Training premises safe by not threatening, bullying, or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Look Now Training premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and Learners should not make any frivolous or malicious complaints. All staff and Learners are expected to participate in the complaint resolution process in good faith.

Privacy

Look Now Training operates in compliance with current Federal and State Privacy Legislation. All training staff has current knowledge of privacy policies as they relate to the RTO. We will ensure that all required procedures are followed to ensure your rights to privacy. A copy of our privacy policy can also be found on our website – www.looknowtraining.edu.au

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the NVR Registered Training Organisations 2011 or as per the following:

Collection and Use of Information

In the course of its business, the Look Now Training may collect information from Learners or persons seeking to enrol with Look Now Training, either electronically or in hard copy format, including information that personally identifies individual users. Look Now Training may also record various communications between individuals and Look Now Training.

In collecting personal information Look Now Training will comply with the privacy requirements of the Privacy Act 1988 and the National Vocational Education and Training Act 2011. If you have participated in Government Funded Training, Look Now Training will contact you within three months of completion to survey if you progressed into employment or further training. This is a requirement of the VET Pre-Qualified Supplier Policy.

The personal information supplied by individuals to Look Now Training will be used to provide information about study opportunities, for general Learner administration and vocational education and training administration and regulation, as well as internal planning, reporting, communication, research, evaluation, financial administration (including debt recovery), and auditing.

If an individual chooses not to give Look Now Training certain information, then Look Now Training may be unable to enrol that person in a course or supply them with appropriate information.

By giving your personal information and sensitive information you are consenting to our use of this information in accordance with the principles outlined in the Look Now Training's Privacy Policy as per the following.

Disclosure of Personal Information

How we use and disclose personal information

By providing personal information to any member of Look Now Training group, you agree to all other Look Now Training group members accessing and using that personal information in order for us to provide our products and services.

We may also disclose personal information to third parties, if appropriate, who provide services on our behalf or where required or authorised by relevant laws and policies to Australian federal and state government agencies and authorities including funding schemes and training programs that we participate.

Our third parties are required to protect your personal information in the same way that we must. We have confidentiality agreements in place with many of our service providers, external agencies, and with staff who handle personal information that we provide to them.

Your personal information will not be otherwise disclosed without your consent unless required or authorised by law or the APPs.

Any concerns about the treatment of personal information should be directed to the General Manager in writing or email as detailed below.

Security of Personal Information

Look Now Training will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Right to Access and Correct Records

Individuals have the right to access or obtain a copy of the personal information that the Look Now Training holds about them. Requests to access or obtain a copy of personal information must be made in writing.

There is no charge for an individual to access personal information that Look Now Training holds about them; however, Look Now Training may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a Learner requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to, or to obtain a copy of, personal information held by the Look Now Training should be sent to:

RTO Manager, PO Box 5279
Maroochydore BC QLD 4558

Or emailed to: training@looknowtraining.edu.au

Publication

These Privacy and Personal Information Procedures will be made available to Learners and persons seeking to enrol with the Look Now Training by publication on the Look Now Training's website (www.looknowtraining.com.au). If at any time we change the Privacy Policy, we will post those changes on our website so that you are kept fully informed.

This Policy was last updated August 2013.

Learner Support, Welfare and Guidance

Learners will be provided with the educational and support needs required for the course that they are enrolled in. Qualified Trainers and Assessors, training and assessment materials and associated equipment required for the course will be provided unless specified otherwise. Additional educational and support needs will be available for Learners, as required. This may include, but not limited to:

- Language Learning and Numeracy (LLN) Skills Indicators
- Self-assessments
- Training and Assessment Strategies
- Vocational/Industry Placement assistance
- Inclusive Learning by recognising that each Learner is different (socially and culturally) and providing learning strategies to suit the Learners' background and identify when extra support is needed.

Look Now Training recognises the range of learning capacity of Learners especially regarding reading, writing and mathematical abilities (LLN) and will assist in cases where Look Now Training has the expertise. If we are unable to provide the LLN support that the Learner requires, Look Now Training will advise the Learner of their best options and any associated costs. Any associated costs with LLN and Learner support will be the Learner's responsibility.

At any stage of the training and assessment process, the Learner is able to escalate their specific support needs to the Operations Manager of Look Now Training wishes to ensure that all Learners are supported in their studies to the fullest extent possible.

The staff member will ensure that the full resources of Look Now Training are made available to ensure that the Learner achieves the required level of competency in all accredited courses.

Furthermore, Learners seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Operations Manager for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Trainers inducting Learners into the course and checks with each Learner to see if they believe they need further LLN or other support to help them with their course of study. It will be at the Trainer's discretion as to what support is needed and if needed a Training Plan will be created to monitor their progress. Where other support is required, the candidate can refer to Look Now Training recommended external providers.

Learners completing the Enrolment Form where it allows them to indicate if they have any other conditions, medical or physical, that need to be considered and/or accommodated for during their course of study with Look Now Training.

Refund Policy

Fees and Refunds

Look Now Training operate a refund policy, which is fair and equitable and in accordance with Look Now Training processes. Pre-enrolment information provided to Learners is designed to ensure that all details relating to fees and charges are known prior to enrolment.

Fees are levied on all courses, details of which are contained in the relevant course outline provided and/or within the course contribution schedule. Look Now Training management is responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre and are clearly identified within the Learner record management system.

Fee for Service

All fees for short courses costing up to \$1,500 are paid at the time of enrolment (a \$150 non-refundable Learner enrolment fee applies for all short courses).

Learners enrolling in full qualifications are requested to pay the non-refundable Learner enrolment fee with the balance of course fees in increments of no greater than \$1,500 for each instalment as set out in the individual payment plan for that course. The non-refundable Learner enrolment fee may differ between courses. Please contact Look Now Training for full course costs and Learner enrolment fees for each course.

Should circumstances prevent an enrolled client from attending after they have paid for their program, the non-refundable component is retained by Look Now Training to cover administration costs. The balance of the remaining fees is refunded providing the client advises their desire to cancel their enrolment in writing, within 14 days of commencing the course. Look Now Training will then make a refund of any prepaid course fees (less the non-refundable fee) within 30 days of the written request being received by Look Now Training.

Participants who do not cancel their enrolment and fail to attend the course for which they are enrolled will not be eligible for a refund – it is the responsibility of the participant to confirm that their written cancellation has been received by Look Now Training.

Certificate 3 Guarantee

In accordance with the Queensland VET Investment Plan, Learners are required to make a co-contribution to a Government subsidised training place. This co-contribution fee is determined by the Registered Training Organisation and in consideration of a Learner's concession eligibility – see below for definition.

You will be notified of your co-contribution prior to enrolment. Fees need to be paid prior to training commencement, either in full or as part of an agreed payment plan.

If a Learner chooses to cancel their course after they have commenced, no refund will be given.

For information from Department of Education and Training about Certificate 3 Guarantee, refer to their fact sheet at <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3gfactsheet-Learner.pdf>

The Queensland Skills Gateway provides courses available under Certificate 3 Guarantee, which includes what career paths they lead to and the approved training providers to deliver them. More information is available at <http://www.skillsgateway.training.qld.gov.au/>

Australian Apprenticeship/Traineeship

To be eligible for a government contribution towards the cost of training, an apprentice or trainee must have entered into a training contract for a qualification that is funded by DET (Department of Education and Training) and be registered in DET's registration system DELTA.

In accordance with the Queensland VET Investment Plan, Learners are required to make a co-contribution to a Government subsidised training place. User Choice Learners (Trainees and Apprentices who are not school based), will pay a Learner contribution fee which is calculated per unit. The amount per unit is set by the Government annually (currently \$1.60 for non-concessional and \$0.64 for concessional Learners) and is a fee that is multiplied by the unit's nominal hours.

Concessional Learner status applies when: -

- the Learner holds a Health Care concession card or Pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care concession card or Pension concession card, and is named on the card or
- the Learner provides an official form under Commonwealth law confirming that the Learner, their partner, or the person of whom the Learner is a dependant is entitled to concessions under a Health Care or Pensioner Concession card or
- the Learner is an Aboriginal or Torres Strait Islander or
- the Learner has a disability or
- the Learner is a school Learner and is enrolled in a VETiS program (may include young people in detention) or
- the Learner is an adult prisoner

You will be notified of the full cost of your Learner contribution fees prior to enrolment. You will need to pay these fees in full upfront or set up an agreed payment plan prior to commencement of any training being delivered.

If a Learner chooses to cancel their course after they have commenced, a partial refund will be given for units paid but not commenced or units not completed at the time of the Learner withdrawal.

Candidates who want to know information about apprenticeships are referred to 'A-Z of apprenticeship and traineeship industry areas' at <http://apprenticeshipinfo.qld.gov.au/resources/pdf/a-z.pdf> or visit www.apprenticeshipinfo.qld.gov.au or call 1800 210 210.

Pre-qualified User Choice responsibilities

Look Now Training understands the responsibilities as a SRTO and follows guidelines set out by Queensland Government Apprenticeships Info at <http://apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/trainingorganisations.html>

As an SRTO, Look Now Training will provide the following from start to end of the training contract:

- Develop a Training Plan with the employer and apprentice/trainee
- During the training contract, provide assistance to the employer and apprentice/trainee training to understand their responsibilities in their workplace training
- Ensure that training and assessment is delivered occurring to plan
- Together with the employer and apprentice/trainee, sign the Completion Agreement on course completion
- Email the signed Completion Agreement to Apprenticeship Info within 10 days of signing.
- Issue the qualification to candidate on course completion

Personal Circumstances

Individual circumstances and family matters beyond the control of the client which impact on their ability to continue their studies, should be discussed personally with the Chief Executive Officer or their appointed representative about their refund. In these situations, each case is judged on its own merit.

Enrolment Cancellations and Refunds

Cancellations must be notified to the Chief Executive Officer of Look Now Training in writing, accompanied by request for refund (if applicable) stating the circumstances for which the refund is requested. Refunds must be authorised by the Chief Executive Officer or their appointed representative. To ensure continued financial compliance and transparency, Look Now Training has its financial accounts certified every twelve months by a certified chartered accountant.

Look Now Training initiated withdrawal or cancellation in a course

When a Learner has made no contact with Look Now Training's office and Look Now Training have made 3 attempts to contact the Learner with regard to their training and assessment and the enrolment end date has lapsed, the Learner will then be considered withdrawn from the course.

Look Now Training will provide the Learner with written notification (email/letter) that the Learner has been withdrawn from the course. There will be no refund of any course fees paid for under these circumstances.

To continue with the course, the Learner would need to re-enrol in the course.

In the case of extreme hardship or extenuating circumstances preventing participation in the course, a written request for a refund can be made to the Training Manager which will be considered on an individual basis.

Requests for Deferral

A Learner may only defer their studies on the grounds of illness, evidenced by a doctor's certificate, or compassionate or compelling circumstances on grounds beyond the control of the Learner.

Learners must apply in writing to the Training Manager prior to the deferral period being sought or as soon as practically possible, stating the reason and time of the deferral period being sought which will then be considered on an individual basis.

Once received, Look Now Training may choose to grant or decline the request and the outcome of the request will be provided within 7 days of our office receiving notice.

If approved, a request for deferral will only be approved once for each course commenced.

Work Health and Safety Policy

The Qld Work Health & Safety Act (2011) requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed workplace with the safe storage of goods such as cleaning chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient, working environment
- Store and dispose of waste according to health regulations
- Check all equipment – especially electrical cords. If you are bringing cords on to the premises, they must be checked by your trainer to ensure currency of tag
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained

COVID19

Some Learners may have been impacted by providers needing to vary their delivery arrangements to deal with the physical distancing requirements in place to minimise the spread of COVID-19. Other Learners may have not been able to attend classes due to health concerns.

The uncertainty has been particularly difficult for overseas Learners who are far from home and their families or who have had to return to their home countries partway through studies. These Learners also have visa conditions to comply with which require participation and progress in their courses.

Much of this is outside the control of Learners and providers. While ASQA has advised providers that it will apply a flexible regulatory approach during this period, providers are expected to act reasonably towards their Learners to ensure their health and safety when attending classes and minimise the impact of any changes to the delivery of training and assessment.

Providers may continue to deliver face-to-face training and assessment in a classroom environment providing this meets the requirements of the Australian Government Department of Health or any state or territory health authorities.

Providers must ensure there is ample space in the classroom between people and **should** also consider increasing cleaning, particularly of classrooms, toilets, common areas, door handles and equipment. Any Learner who is unwell, or who is required to self-isolate, **must** not attend class or must be sent home.

Some providers may have moved to deliver courses online, either wholly, in part or in addition to face-to-face classes. Providers should inform Learners of these changes and seek their consent.

Learners who have a concern with the approach taken by their providers should, in the first instance, seek to resolve the matter directly with the provider. Providers are required to have a documented complaints policy, including making independent mediation services available to Learners to assist in the resolution of complaints.

Learners who continue to be dissatisfied with their provider may make a complaint to a range of complaints-handling bodies. ASQA provides advice to Learners on how to make complaints on its website. www.asqa.gov.au

Learners required to undertake a workplace component (practical) for a unit/s may be impacted depending on the qualification due to COVID19 and the specific industry. Consult with Look Now Training for advice.

Industry Placement

Look Now Training will contact placement providers, with sufficient lead time for them to prepare, regarding Learner work placement. Confirm the work placement meets the assessment conditions, including work health and safety requirements, and negotiate dates suitable for all stakeholders.

Provide each Learner with a Work Placement Handbook detailing their obligations and expectations and ensure completion. Include clear instructions regarding assessment activities required for competency to be achieved. Obtain Learner's written consent to participate in the work placement.

Provide a Work Placement Handbook to the placement provider detailing their legal obligations and expectations. Explain processes and timelines for completion. Obtain provider's written consent to host the work placement.

Look Now Training will attend the workplace, at an agreed time(s) as necessary, to observe the Learner's work. Observe evidence of the Learner's competency against all relevant unit elements, performance criteria and range statements, performance and knowledge evidence, skills, and knowledge under assessment conditions in accordance with the requirements of training package unit(s) of competency. Record this observation and make a competency judgement in accordance with the rules of evidence.

Meet with the workplace supervisor. Document any feedback on the Learners' activities and performance during the work placement.

Where work placement is mandatory, but Learners are not allowed to attend a particular workplace, that placement will be deferred until such time that it can be conducted.

However, there are a range of actions that Look Now Training can take to mitigate the impact of the current situation on learners who need to undertake workplace hours.

Actions where Look Now Training can assist:

- training – bring forward theoretical training across single or multiple units to continue learning
- training – adjust training and assessment strategies to continue to deliver units of competency that do not contain workplace hours
- training – make use of simulated workplace environments to allow for practising of skills
- training and assessment– where Learners are in different locations, make use of technologies such as video recording and Skype
- assessment – where the training package allows, make use of simulated workplace assessment.

Where work placement has been partially completed, both Learners and the provider should retain evidence of the placement completed to date, including any logbooks.

Structured work placements

A structured work placement involves the Learner participating in specific tasks in the workplace as described in the Vocational Education and Training (VET) act. The program may or may not mandate assessment in the workplace.

Prior to the placement, negotiation occurs between the Look Now Training, Learner and the work experience provider, to identify the specific tasks for the Learner.

If work placement has been arranged by Look Now Training, and the Learner decides they want to go to another placement or they do not attend the arranged placement, and not advise Look Now Training, the learner will need to source their own placement. However, it must be approved by Look

Now Training.

Look Now Training will provide copies of the below insurances to the work experience provider

- Public liability insurance
- Workers' compensation

NOTE: Learners undertaking placement as part of the Certificate III in Individual Support are required to hold a current Police Check and Blue Card before commencement in placement.

The COVID-19 pandemic has placed an unprecedented strain on the aged care and disability support workforce, impacting a range of job roles in those sectors. Industry feedback and employment statistics show that there is demand for rapid upskilling of a 'surge' workforce to fill aged care assistant, disability support and client assistant roles. In response to this increased demand, the Australian Industry Skills Committee and the Department of Education, Skills and Employment has endorsed a new skill set to support the entry level skilling of a 'surge' aged care and disability support workforce, equipping learners with the skills and knowledge required to adapt to a range of new risks posed by the COVID-19 pandemic.

Definitions

Academic appeal – An academic appeal arises when a Learner is not satisfied with the outcome of an assessment decision. The Learner has the right for the assessment outcome to be reconsidered.

Appeal – An appeal arises when a person is not satisfied with a decision made as a result of an enquiry or a complaint. An escalation step is open when a person associated with Look Now Training is dissatisfied with an adverse decision or perceives an adverse outcome has been made.

ASQA – Australia Quality Skills Authority ASQA’s functions include:

- registering training providers as ‘registered training organisations’ (RTOs)
- accrediting vocational education and training (VET) courses

Bullying – unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone’s work or their ability to do their job by not providing them with vital information and resources.

Complaint - A complaint is an expression of dissatisfaction that a person's rights, existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of Look Now Training. Any circumstance related to Look Now Training’s operations, services and decisions, training and assessment, or the conduct of Look Now Training’s staff, its Learners, or people associated with Look Now Training or using Look Now Training’s facilities may be the subject of a complaint.

Confidentiality - information kept in trust and divulged only to those who need to know.

Discrimination - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Learner – may also be referred to as a student in Look Now Training documents or procedures and the two terms are interchangeable.

Personnel - all employees either full-time, part-time, or contracted to Look Now Training

Racial Harassment – any occurrence of a person being threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.

Training Records - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units,
- individual Learner assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual Learner participation data (assignments/assessments where practicable, attendance),
- recognition (RPL/) process documents (application and results)

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APPENDIX A - Acknowledgment

Acknowledgement Declaration

I acknowledge that I have received and fully understand the contents of this Learner Handbook, which outlines the conditions, my rights and responsibilities as a participant of Look Now Training and that I have also received an induction into my training program and made aware of the program pricing schedule on Page 4.

Signature: _____

Name : _____

Date : / /