

STUDENT HANDBOOK



LOOKNOW
TRAINING

RTO Number 31827



Skills
Assure

Proud to be a Queensland Government
Subsidised training provider



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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 Student 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 Students 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 Students. 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.

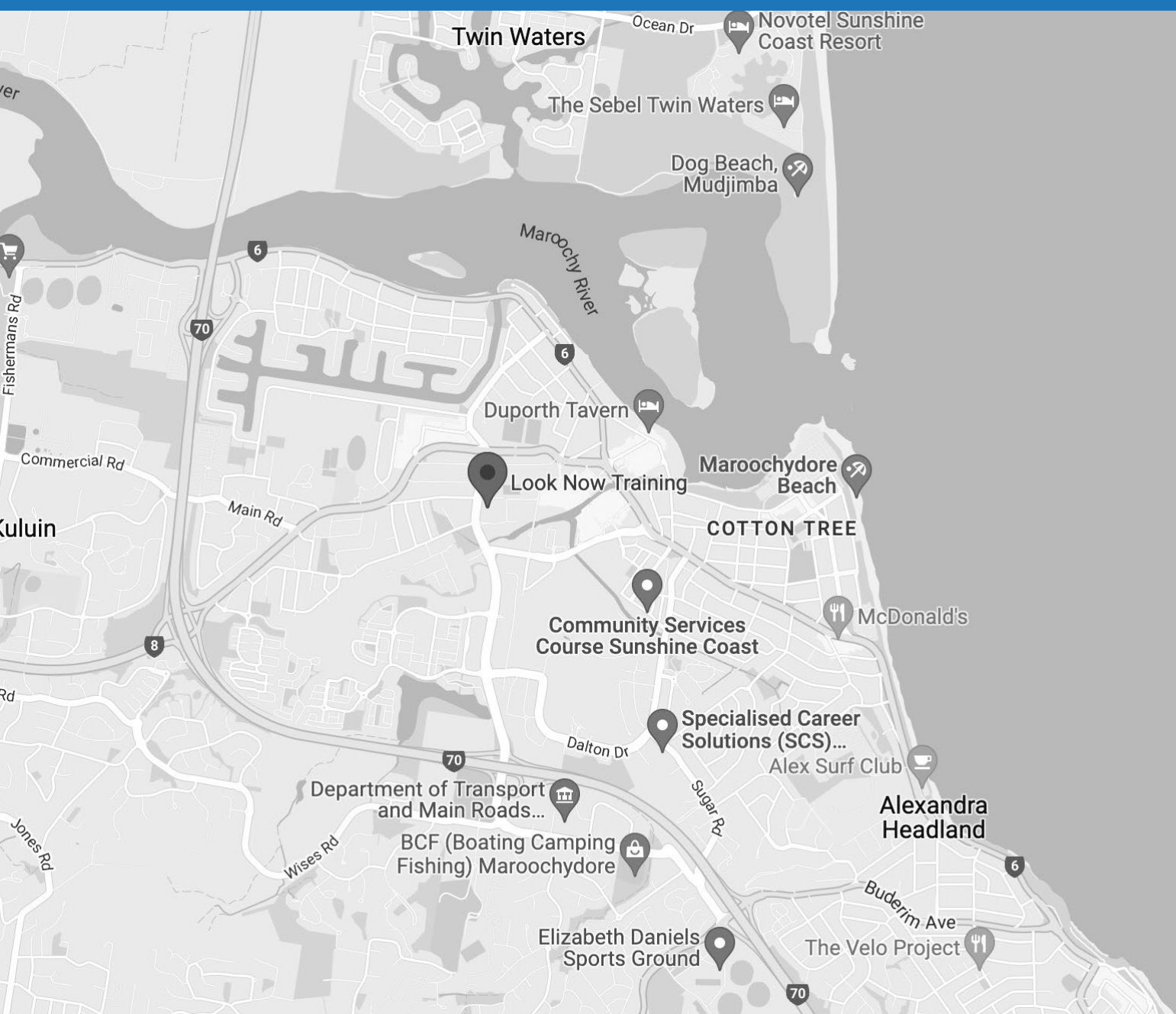
We trust that your time with us is an enjoyable one and the skills you learn here prove valuable in your chosen career.

The Management Team
Look Now Training



Find us

Suite 25, 27 Evans Street, Maroochydore, Q, 4558



Purpose of the Student Handbook

The information contained in this document has been developed to assist students who are considering undertaking a course with Look Now Training to understand their rights and responsibilities. We want to make sure that as a student, you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and help you understand how you can seek assistance when needed.

Prior to the course the student should discuss with the trainer/RTO their individual needs and therefore be able to gain access to the educational and support services outlined in this document. This would be a great opportunity to discuss your existing skills and knowledge to allow the trainer/RTO to provide the best practice training and assessment services.

Our mission is to be a leading training provider for all Australians by providing students with high quality education that is designed to meet their vocational goals in an efficient, professional, compliant, and safe learning environment. We invite all students to share our vision, and this will allow Look Now Training and their trainers to continue to be a significant contributor to Australia's continuing role as a leader in education. We have a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes.

Look Now Training ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Look Now Training hereby states that we undertake to always act in an ethical manner. All activities of the Training Organisation will be carried out honestly, fairly and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained. Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available. For any enquiries, please contact the Admin Team by **email training@looknowtraining.edu.au**.

Student Induction & Acknowledgement

Before you complete and sign your enrolment form, please be definite that you have read this handbook and understand all its contents.

If you do not understand some information, we urge you to contact us on 07 5434 9922 to speak to one of the friendly Look Now Training team.

By finalising, signing, and submitting your enrolment form, you are acknowledging that you have read this handbook and understand all its contents

Student Protection For your protection as a student, Look Now Training maintains governance arrangements across all its operations, within its scope of operation. The CEO ensures that Look Now Training complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that Look Now Training will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, Look Now Training ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from students and other stakeholders.

Course Pricing

Please refer to the 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 Students are surveyed and their cooperation will assist this organisation in remaining compliant. Assessment Booklets contain feedback forms and Students are invited to provide feedback on the assessment through this form.

Students 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. Students 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.

Student Code of Conduct

When you successfully enrol in a course with Look Now Training, you agree to participate in relevant practical and theory-based learning and assessment activities associated with your course. Failure to complete the requirements for assessment will mean that competency cannot be verified by the trainer and assessor.

Look Now Training provides training services in a spirit of cooperation and mutual respect. When attending a course delivered by Look Now Training or by any other individual or business on our behalf, we ask that students be courteous to each other, to our staff and to all people who you encounter in and around the venue.

Please consider and abide by these basic rules:

- Adhere to Workplace Health and Safety requirements.
- Report illegal activity of any sort and not engage in criminal behaviour.
- Treat other students and staff with respect and fairness.
- Avoid discriminatory conduct on grounds such as gender, sexuality, race, ability, cultural background, religion, age, or political conviction.
- Respect the privacy of others in the collection, use or access of personal information whilst undertaking studies.
- Not disclose confidential information concerning any matter relating to Look Now Training.
- Avoid disrupting or interfering with any teaching, learning, or other academic activity.
- Alcohol is NOT permitted in the training environment. The influence of alcohol spoils the learning environment of the institution. A student who appears to be affected by alcohol cannot attend the training.
- Smoking is not permitted in and around the training environment.
- Drugs are not permitted in the training environment. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.
- Firearms and knives cannot be brought to the training course. You must NOT bring any firearms, knives, or any kind of weapons to the training course. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police.
- Clothing should be neat and tidy.
- All litter to be removed following the class and there will be minor cleaning tasks required after each training session to ensure the room is left in a tidy state. See your trainer for this information.
- Theft, as the premises of many training facilities are open to the public, students are advised not to leave their valuables unsupervised. Look Now Training or its approved trainers cannot be held responsible for anything which may be stolen from training premises.
- Refrain from swearing, drinking, and eating in classrooms and other learning areas (water only allowed) unless otherwise directed or pre-approved.
- Complete all assessment tasks and final assessments honestly, and not engage in plagiarism, collusion, or cheating.
- Use property or resources, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately.
- Not behave in a way that would offend, embarrass, or threaten others; this also applies to the use of social media outlets.

Rights and Responsibilities of Students and Staff

Students' Rights

Students can expect to:

- receive 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 orientation, 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
- be able to appeal for a review of the results of an assessment
- 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 Students' learning needs, assist them to achieve the course outcomes, and assess their students' 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 be ethical and open in their dealings, their communications, and their advertising
- have Look Now Training will observe their duty of care to them,
- receive efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- have their privacy and confidentiality protected, and secure storage of Student records in accordance with
- the organisation's policies, to the extent permitted by law

REMEMBER: You are expected to behave appropriately always whilst you are enrolled in a course with Look Now Training. Your Trainer reserves the right to speak with you and act if your behaviour is disruptive to the training and/or assessment process.

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at the time of enrolment, and to advise Look Now Training of any changes to their address or phone numbers within 7 days
- paying all fees and charges associated with their course and providing their own course requirements where notified
- recognising the rights of staff and other Students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- ensuring 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 their trainer or Head 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 with 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 Students is accurate
- any advice given is done so consistent with the National Code and Look Now Training's own Code of Practice
- all Student 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 recorded appropriately
- 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 Students 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 coordinator
- they advise Look Now Training of any additional qualifications they successfully complete 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
- 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

Induction & Fire Safety

Housekeeping responsibilities will be explained at the induction process and at the beginning of the course. Fire and evacuation procedures will also be explained for your training venue. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as it may have been an oversight and is mandatory information.

Manual Handling

While some courses will require a certain level of physical ability to undertake an assessment task, students and assessors are encouraged not to lift anything related to the training and assessment provided unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity, always bend the knees and keep the back straight when picking up items. If you have experiences back problems in the past do not attempt to lift heavy objects at all, ask for assistance from someone else

Photography Privacy

We recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premise's owner or manager, as well as from the students themselves.

If you have concerns about how Look Now Training is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

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 within 7 days.

Complaints

Complaints and Appeals Policy

Purpose:

Look Now Training seeks to continuously provide high quality education and training services. The complaints and appeals policy aim at managing and responding to allegations involving the conduct of the RTO, its trainers, assessors or other staff, assessors or other staff, or the conduct of other Students, and all matters covering training and/or assessment services provided by Look Now Training.

Look Now Training is committed to implementing an effective complaint 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 Students undertaking study or training in courses offered by Look Now Training, including trainees under a contract of training. Students 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 always maintained. 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 CEO) 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 the opportunity to present their side of the matter.

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

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

Decisions or outcomes of the complaint handling process that find in favour of the student 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 based on 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 can 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 because 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 because 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 damages that person's reputation. The defamatory statement must be untrue and 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 Training's Complaint Register. 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. Students, RPL participants, industry representatives and staff may choose either process. A copy of our complaints policy can also be obtained on our website – www.looknow.edu.au

Informal complaint

A complaint is considered informal when it is made verbally. An informal complaint should be able to be resolved at the local level with a minimum number of people involved.

Formal complaint

1. Students may make a formal complaint by forwarding a signed written complaint to the Training Manager of Look Now Training within one month of the incident to which the complaint relates.
2. The Training Manager will forward a copy of the complaint to Quality Assurance & Compliance Manager and will notify the CEO that a complaint has been received.
3. The Quality Assurance & Compliance Manager will commence their review of the complaint within seven (7) working days from the date the complaint was submitted. The Quality Assurance & Compliance 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 Quality Assurance & Compliance 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 Quality Assurance & Compliance 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 Quality Assurance & Compliance 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
 - Look Now Training's CEO for senior management corrective action if required

Academic Appeals

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

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

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

The appeal must outline why the student has requested a formal review of the result. The student will be advised in writing that the appeal has been received. The relevant Quality Assurance & Compliance 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 Quality Assurance & Compliance 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 student's formal academic appeal is successful, the academic result will be amended.

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

- The Quality Assurance & Compliance 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 Quality Assurance & Compliance 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.
 - Look Now Training's CEO for senior management corrective action if required.

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 Quality Assurance & Compliance 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 Quality Assurance & Compliance Manager may seek the input of suitably qualified staff who are independent of the grounds of the appeal.

Where the grounds of an appeal involve statutory issues such as harassment or discrimination the Quality Assurance & Compliance 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 lodgment 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 forwarded within seven (7) days of the outcome to:
 - Compliance for updating in the associated records management system.
 - Look Now Training's CEO 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.

Course Withdrawals

If a student 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. Any potential refund will be determined according to the refund policy.

The student will be issued with a nationally recognised Statement of Attainment for any units in which they have been assessed as competent at the time of withdrawal.

Continuous Improvement

Continuous improvement involves:

- progressively increasing value to stakeholders 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 having a 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

The Training Manager will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- Deliberate copying or attempting to copy the work of other Students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another Student 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
- Accessing another Student's written or electronic assessments.

Two warnings will be given before deeming the assessment as Not Yet Competent (NYC). Students involved in any of the above will be set a new assessment and will be counselled by the Training Manager. Continued academic misconduct following 2 warnings will result in cancellation of enrolment.

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 Students and staff.

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

- 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 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 Students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave the premises.

When disciplinary action is taken, the Training Manager will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Training Manager will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual's file
- If the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a copy will be placed on the student's individual file.

If a student wishes to lodge a complaint in relation to the disciplinary action taken, they can follow the 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. Dress requirements for specific courses will be communicated to students.

Behaviour on Campus - (Face to Face Training Only)

Every Student is expected to reflect the ideals and code of behaviour of Look Now Training in their dealings with fellow Students, members of staff and the public.

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 Students
- 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 Students
- to refrain from using inappropriate language, the understanding that to do so will not be tolerated
- to always turn Mobile phones to silent during classes
- to refrain from consuming food or drinks in non-designated areas at Look Now Training

Every staff member and Student should hold every other staff member and fellow Student responsible for always meeting these principles.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all Students of the ways to avoid plagiarism. Students who are proven to be involved in such activities will be given two warnings before deeming the assessment as Not Competent (NC). Students will be set a new assessment and will be counselled by the Training Manager. Continued academic misconduct following 2 warnings will result in cancellation of enrolment.

All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Look Now Training.

To help you understand, the following are examples that constitute plagiarism:

- Downloading photographs from the internet and claiming they are photographs of your own work
- Copying sections of text and not acknowledging where the information has come from
- 'Mashing' together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Smoking

Look Now Training premises (including classrooms, toilets, and general office areas) are smoke-free zones. If Students wish to smoke, they should do so outside the buildings in designated smoking areas. In accordance with the latest requirements, Students 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, Students 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.

Student Records

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

- supply in a timely manner accurate records of Student'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 Student(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 Students, to meet training and assessment activity requirements. Assessment Results are recorded within twenty-eight days from the date of assessment and Students may request an update on progress at any time following this period.

Each individual Student is assigned an individual file for storage of training records. Student training documentation is stored in a secure manner (hard copy files in locked cabinets; electronic files with password access).

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.

Access to Student Training Records

Access to individual Student 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)
- officers from DESBT or their representatives.

Students 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 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 the 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 can 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, Small Business and Training, www.training.qld.gov.au. Alternatively, you may contact the Department's information line on 1800 210 210 or your Australian Apprenticeship Support Network Provider on 133873.

Academic Progress

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

Students are expected to participate actively in class discussions and activities, complete online tasks, attend practical placements and fulfil all course requirements. If Students are unable to achieve competency at the first assessment in a unit, trainers will work with Students to identify areas of need and support Student's efforts to achieve competency. Opportunities are provided for Students to resubmit assessments.

Monitoring Academic Progress

Trainers will monitor your online activities throughout your enrolment. If the Student is not undertaking the required task or meeting timelines recorded on a schedule or training plan, the Trainer will notify the compliance team to issue you fail to progress notice. If the Student fails to action the first fail to progress notice, the student will be issued a second failure to progress notice and any relevant stakeholders will be notified. E.g., a student under 18, parent would be informed.

Competency Based Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So, long as the student 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 student and from context to context,
- Fairness - Assessment procedures will be fair, so as not to disadvantage any Students. 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 Students 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 Students 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).

Assessment Methods

Look Now Training uses a combination of assessment methods. Some of the methods may include:

- ✓ **Observation:** where the student will be observed performing a series of tasks a number of times to determine their competency.
- ✓ **Verbal question and answers:** when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- ✓ **Written assessment:** In this instance the student will be given the opportunity to demonstrate their competency through multiple choice questions, short answer questions, written reports etc.
- ✓ Other methods include case studies, projects, essays, video tasks, logbooks, and third-party reports.

All assessment tasks must consider any language and literacy issues, or cultural issues related to the task.

Once satisfactory performance is achieved in all the performance criteria for a unit candidate will be marked

- C for Competent; or
- If not deemed competent - S for Satisfactory (Reserve Competent for completion) until a reassessment takes place.
- If a student is not able to demonstrate competency after re-assessment, they will be marked NC for Not Competent.

Look Now Training do not provide job or work placements as part of the course delivery unless specified in your course information.

For further information on your course of study, refer to the course outline for information on assessment methods.

Re-assessment

Students who are deemed 'Not Satisfactory' for an assessment task, must be allowed two (2) further attempts. No additional fees will be charged.

In addition to completing all tasks satisfactorily, students will also be required to demonstrate satisfactory foundation skills and abide by Look Now Training Policies.

Stage 1: Student deemed 'Not Satisfactory'

- Students who are deemed to be 'Not Satisfactory' are to be provided with information identifying the areas where they failed to achieve competency.
- Students can repeat the assessment task as soon as can be practically arranged, ideally, on the same day of the course.
- Where possible, the student will be reassessed on the day of the course. If the student is deemed 'Satisfactory' after the additional attempts, the final outcome of the assessment is captured as 'Competent'.

Stage 2: Student deemed 'Not Competent'

- Students who are deemed 'Not Satisfactory' after the additional two (2) attempts, the final outcome will be recorded as 'Not Competent', and the assessor must provide information identifying the areas in which they failed to achieve competency.
- If required, the student can access the LMS to view the tasks they were deemed to be satisfactory and 'Not Satisfactory'.
- The student should be re-enrolled in the course to undertake the required gap training and assessment. The training and assessment may include the complete knowledge and skills component of the course, or just the areas/topics where the student has demonstrated gaps in their knowledge.

- If a student is deemed satisfactory for the assessment tasks previously deemed 'Not Satisfactory' and all assessment requirements are met, the student must be marked as 'Competent'.

Superseded Units/Qualifications

It is the aim of Look Now Training to ensure that students have every opportunity to undertake the most current unit of competency or qualification. When a Training Package (unit of competency/qualification) is superseded, Look Now Training will ensure all students are either supported to complete the course in which they are enrolled or will transfer them to the current training product within twelve months.

As soon as is practical after the endorsement of the new training package, Look Now Training will commence delivery of the new units of competency/qualifications. There will be a monitored review of training resources, strategies, and advertising materials. Mapping of the old training package qualifications to the new will be accessed and any professional development requirements of current and prospective trainers and assessors will be identified and implemented.

During this transition period particular attention will be given to monitoring client feedback and the implementation of any changes that are identified as necessary in this process

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 qualifications 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 is provided at the introduction of each subject to inform Students of the assessment processes, number of assessments and types of assessments.

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

Students are advised that there are a number of pathways to qualifications and Look Now Training provides 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 student 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 Students are encouraged to discuss this with their trainer.

Students should be aware of the assessment criteria used by the trainers at Look Now Training. Assessments requiring short answer or reports are based on the following criteria:

1. Answering the Question

Students 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

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation. When writing a direct quote of another person's work, use inverted commas around the quote and write from where the quote was found, e.g., "Time moves slowly, but passes quickly." (1982, A. Walker, *The Color Purple*). Students are not expected to provide a reference list at the end of their assessment unless enrolled in a Diploma level qualification.

3. Accuracy of Spelling, Grammar, and Punctuation

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

4. Legibility of handwriting

Please ensure that your writing can be read or alternatively consider typing your answers.

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 Training Manager and dealt with according to the section covering academic misconduct. Students should keep a copy of their assessments.

Learning and Assessment Environment

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

Assessment Requirements

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

As part of the assessment process, all Students must abide by any relevant assessment policies as provided to them. If the Student 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 Marking

Trainers are expected to mark written assessments within twenty (20) business days of receipt or electronic submission.

Competency Assessment

When a candidate has met all the unit of competency requirements, 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 Students have received a NS result on an assessment, they will be eligible to re-submit assessments and be re-assessed.

Re-assessment

Students 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.

Should a student be deemed 'Not Competent' following three (3) assessment attempts, the student can appeal the assessment result as per our policy or re-enrol to complete the unit again.

Assessment Attempts

If the candidate has been deemed 'NS' 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 assessments, submitted for a course are expected to be the student's own work. Students 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 Student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to complete a new assessment.

Every assessment must be accompanied by a student's statement of authorship, which is included in each Look Now Training assessment booklet.

Reasonable Adjustment

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 about your assessments.

Look Now Training has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for Students 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 student. Any adjustments will be recorded in the student's file or assessment 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

The assessment process must still:

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

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.

Industry Consultation

Industry means the bodies that have a stake in the training, assessment and client services provided by RTOs.

Look Now Training liaises with industry representatives to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth.

Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

Validation

Look Now Training ensures that our business model moderates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current, and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated which means results and assessment decisions made are reviewed to determine whether the tool is providing consistency and reliable outcomes.

Credit Transfer/Recognition of Prior Learning

Credit Transfer / Recognition of Prior Learning (RPL)

Credit Transfer/RPL is available to all Students enrolling in Look Now Training's scope of registration. Credit Transfer is credit towards a qualification granted to Students based on outcomes gained 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.

If you would like to be considered for RPL, please identify this on your enrolment form. You will be provided with a Candidate Application form where you will record the evidence you can provide to prove you have the required skills and knowledge. An assessor will review your application and decide if RPL is suitable. If RPL is suitable you will be provided with a quote.

Unique Student Identifier (USI)

All Students who will be completing or commencing nationally recognised training with *Look Now Training* (college, distance or blended) will need to have a Unique Student 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 Student 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.

Look Now Training is unable to issue you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student 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 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?

- Students who are enrolling in nationally recognised training.
- School Students completing nationally recognised training.

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 student 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 student 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 Student Identifier (USI) – Student Video on YouTube).
- Visit the website: www.usi.gov.au
- Read the Student fact sheet given to you by the course advisor or found on the USI website, <http://www.usi.gov.au/Students/Pages/default.aspx>, <http://www.usi.gov.au/Students/Pages/your-training-organisation.aspx>

Language, Literacy and Numeracy (LLN)

Students should discuss any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties prior to enrolling. Students are expected to complete an LLN assessment prior to commencing training to ensure their current skills are at a suitable level and to identify any areas where they may need assistance. This assessment may be completed online or in hard copy.

Look Now Training aims to provide a positive and rewarding learning experience for all students. In the event of LL&N being identified as an issue, the student will be contacted to discuss their situation and appropriate support.

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

Literacy

- Providing Students 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,
- Ensuring that documents and forms are written and formatted in plain English.
- Use of clear headings, highlighted key words or phrases, and provided explanations of all technical terms used,
- Assessments can be conducted using the oral 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 Students to ask questions,
- Ask all questions to ensure Students understand.

Numeracy

- Ask Students to identify in words, what the exact problem is and how they might solve it,
- Show Students how to do the calculations through step-by-step instructions and through examples of completed calculations,
- Help Students to work out what math/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 student's learning such as:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- QLD Further Education and Training Act (2014) ("FET 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.

Access and Equity

Look 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 Students have access.

All Students 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 Students 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 RTO Manager.

Some examples of support offered include:

- Language and Literacy support of Students who have difficulty with written or spoken English
- Numeracy support
- Modification of learning and assessment tasks to accommodate cultural or personal needs
- Flexible learning options

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.

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon successful completion of their course. Look Now Training will issue each Student an academic transcript at 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. Students can download the Employability Skills for the training package qualification they are completing by visiting employabilityskills.training.com.au.

Replacement certificates and/or Statements of Attainment will incur a cost of \$50.00 per document. Replacement certificates will only be provided upon written request.

Alcohol and Other Drugs (AOD)

If you are concerned about your own alcohol or other drug use, the alcohol or drug use of someone you care about or have any questions about the risks or effects of alcohol or other drugs 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 student, 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.

Students 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 Students should not make any frivolous or malicious complaints. All staff and Students 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 right to privacy. A copy of our privacy policy can also be found on our website **www.looknow.edu.au**.

Any information gathered will only be utilised for the purposes of delivering 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

Look Now Training may collect information from Students 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 Regulator Act 2011 and FET Act 2014. If you have participated in Government Funded Training, Look Now Training may 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 Student 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.

Disclosure of Personal Information

How we use and disclose personal information

By providing personal information to any member of Look Now Training, you agree to all other Look Now Training staff accessing and using that personal information 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 in.

Our third parties are required to protect your personal information in the same way that we must. We have confidentiality agreements in place with 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 RTO 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 student 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 Students and persons seeking to enrol with the Look Now Training by publication on the Look Now Training website **www.looknow.edu.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.

Student Support, Welfare and Guidance

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 Students, 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 Student is different (socially and culturally) and providing learning strategies to suit the students' background and identify when extra support is needed.

Look Now Training recognises the range of learning capacity of Students 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 student requires, Look Now Training will advise the student of their best options and any associated costs. Any associated costs with LLN and Student support will be the student's responsibility.

At any stage of the training and assessment process, the student can escalate their specific support needs to the RTO Manager of Look Now Training wishes to ensure that all Students are fully supported in their studies possible.

Trainers inducting Students into the course and checks with each Student 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 Support Plan will be created to monitor their progress. Where other support is required, the candidate can refer to Look Now Training recommended external providers.

When completing the Enrolment Form, the Student can 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 Students 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 student record management system.

Queensland Government Programs –Student/Course Fees

The cost of your training and assessment will depend on whether it is being subsidised by government or industry or if you are undertaking the course on a fee-for-service basis.

To be eligible for any subsidised training and assessment you will need to meet certain eligibility requirements. Information about fees and charges for individual courses, including eligibility requirements, is outlined on the Look Now Training website at looknow.edu.au in the Course Information Booklet for each course and student enrolment forms.

Costs for your training and assessment will be discussed with you prior to enrolment. Several factors will determine how much your course will cost. This includes things such as:

- Which course you will study
- Any credits that may be applied through direct credit transfer
- Your eligibility for subsidies or concessions. Please contact Look Now Training if you have any questions related to these fees. It is important to remember that:
- All student/course fees are payable in advance; and
- Student/course fees are subject to change.

Student Co-contribution Fees

For training subsidised by the Queensland Government, through DESBT, students are often required to contribute to the costs of their training and assessment through a co-contribution fee.

The fee may be paid on behalf of the student by the employer or a third party but cannot be paid or waived by Look Now Training.

Under certain government subsidised funding arrangements concessional rates may apply for students which meet the following requirements:

- The student holds a Health Care or Pensioner Concession Card issued under Commonwealth Law, or is the partner or a dependent of a person who holds a Health Care or Pensioner Concession Card, and is named on the card

- The student provides Look Now Training with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a Health Care or Pensioner Concession Card
- The student is Aboriginal or Torres Strait Islander
- The student has a disability
- The student is an adult prisoner

A student's eligibility for concessional status will be confirmed by Look Now Training at enrolment along with the evidence required to substantiate this. What this means is that you will be required to provide evidence to support concessional status.

Look Now Training must retain evidence of student contribution fees charged and collected for all students, except for those students deemed as fully exempt.

In addition, evidence must be retained for all students whose circumstances have been deemed as totally or partially exempt from student contribution fees.

Certificate 3 Guarantee

In accordance with the Queensland VET Investment Plan, Students 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 student'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 student chooses to cancel their course after they have commenced, no refund will be given. A Certificate 3 Guarantee enrolment will be for a twelve (12) month term. If a student does not complete their course within that time, they may be given the option to re-enrol and pay for the units yet to be completed.

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- Student.pdf](https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3gfactsheet-Student.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/>

VET in Schools (VETiS) program (VET Investment program)

Vocational education and training (VET) courses are available to students while they are still at school under the Queensland government's Vocational Education and Training (VET) in Schools (VETiS) program.

Under this program DESBT provides funding for school students enrol with an approved RTO external to their school and to complete one (1) approved VETiS qualification while at school.

When making a decision about completing an approved and funded VETiS qualification it is very important that you take the time to consider and compare your training options before signing an enrolment form or committing to a course of study which will use up your one (1) Queensland Government subsidised VETiS training entitlement.

VETiS funded by the VET investment budget is fee-free for students. DESBT has determined that the subsidy for each VETiS qualification should cover the costs associated with participating in the training.

A school student who is receiving training and assessment from Look Now Training under a DESBT VETiS program is exempt from paying a student co-contribution fee. Any additional charges for the training the student is receiving is to be paid by the school to Look Now Training.

In some instances, however, DESBT realizes there may be a shortfall between the subsidy level and the fees charged by the SAS. This is known as the co-contribution fee. This fee must be paid by the school to the SAS. More information is available on the DESBT website at: -

- <https://training.qld.gov.au/site/providers/Documents/funded/vetis-factsheet.pdf>
- <https://training.qld.gov.au/providers/funded/vetis>

Higher-Level Skills Program (VET Investment Program)

The Higher-Level Skills program provides eligible students with access to a subsidised training place in selected Certificate IV level or above qualifications and priority skills sets.

The aim is to assist individuals to gain the higher-level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs.

Individuals undertaking training must contribute to their training costs through a co-contribution fee.

To be eligible for the Higher-Level Skills program, individuals must:

- Be aged 15 years or over
- Be no longer at school
- Permanently reside in Queensland
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- Not hold, and not be enrolled in, a certificate iv or higher-level qualification, not including qualifications completed at school and foundation skills training.

More information is available at: <https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>

Australian Apprenticeship/Traineeship

The Queensland Government through the Department of Employment, Small Business and Training (DESBT) funds a variety of vocational education and training (VET) programs.

Each program has its own funding arrangements and eligibility requirements. Funding is paid directly to the approved training provider.

To be eligible to provide training and assessment services subsidised by DESBT a training provider must have Skills Assure Supplier (SAS) status.

Look Now Training has been granted Skills Assure Supplier (SAS) status.

The Skills Assure initiative, was announced as part of the Skills for Queensland – Great Training for Quality Jobs strategy and is designed to strengthen the quality of vocational education and training (VET) in Queensland.

Even though your training and assessment is funded by the government you may be required to contribute to the cost of your training through a co-contribution fee.

More information is available at (<https://desbt.qld.gov.au/training/docs-data/strategies/vetstrategy>)

The amount of co-contribution fee will vary depending on the course you undertake.

The fee may be paid on your behalf by an employer or a third party but cannot be paid or waived by Look Now Training or any organisation related to Look Now Training, unless approved by DESBT.

Information on individual government programs is provided in the following pages.

User Choice program

The User Choice program provides a government contribution towards the cost of training for eligible Queensland apprentices and trainees. This contribution represents the level of public funding the government will contribute towards the total cost of training for apprentices and trainees.

The User Choice funding priorities are determined from national and state data in conjunction with industry input and are reviewed annually. DESBT applies a priority from 1 to 3 to a qualification to determine the proportion subsidised. The funding priorities under the User Choice program are:

1. Priority One (100% subsidised) qualifications are those which lead to occupations deemed to be critical priorities in Queensland.
2. Priority Two (87.5% subsidised) qualifications are those which lead to occupations not deemed critical in Queensland but considered as high priorities.
3. Priority Three (75% subsidised) qualifications are those which lead to occupations not deemed critical in Queensland but considered as medium priorities.

The exception to this is an individual identified as belonging to a 'Priority Population Group' (PPG). PPGs are those declared on the national Apprenticeship/Traineeship Contract, such as individuals of Aboriginal or Torres Strait Islander origin, individuals from a non-English speaking background and individuals with a disability, impairment, or long-term condition.

Individuals identified as belonging to a PPG undertaking a Priority Two or Priority Three qualification will receive 100 per cent of the government contribution.

The User Choice program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as 'Australian apprentices') enter legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

To be eligible for a government contribution towards the costs of training and assessment an apprentice or trainee must:

- Have entered a training contract for a qualification that is funded by DESBT
- Be registered in the DESBT Partner Portal, the DESBT apprenticeship and traineeship registration system, with a commencement date or recommencement date on or after 1 July 2010, and
- Select a training provider that holds SAS status for the nominated qualification.

Apprentices and trainees can only receive one (1) government contribution for a User Choice funded qualification at any single point in time, i.e., a student is not funded to undertake two (2) apprenticeships or traineeships at the same time.

In circumstances where a student undertakes more than one (1) apprenticeship or traineeship at the same time, the student will only receive the government contribution for the qualification nominated in the first training contract registered on the DESBT Partner Portal, not the training contract with the earliest start date.

A maximum of two (2) government contributions will be funded per participant under the current User Choice program. For the purposes of determining multiple government contributions, SATs are treated in the same way as other apprentices and trainees.

More information is available at: <https://training.qld.gov.au/training/incentives/userchoice>

School-based apprenticeships and traineeships (User Choice) School-based apprenticeships and traineeships (SATs) allow high school students, generally in Years 10, 11 or 12 to work for an employer and train towards a recognised qualification, which completing their secondary schooling and studying for their Queensland Certificate of Education (QCE) and or/ Australian Tertiary Admission Rank (ATAR).

The delivery of training and assessment to eligible school-based apprentices and trainees is funded under the User Choice program. A student and their parent, when considering the commencement of a school-based apprenticeship or traineeship need to consider the correlation between the apprenticeship or traineeship occupation and the student's chosen career.

The funding of a school-based apprenticeship or traineeship under the User Choice program may have implications for the availability of further public funding should the student seek to change direction and undertake another apprenticeship or traineeship in the future. To commence a school-based apprenticeship or traineeship the following requirements must be met:

1. The student must be either enrolled at and attending a registered government school or an accredited non-government school or registered with Home Education Unit of the Department of Education as a home-school students or undertaking Year 11 or 12 studies at an Australian Technical/Trade College of TAFE institute (which is registered as a school - NOTE not all TAFE institutes are registered as schools.)
2. The student must be enrolled in either years 10, 11, or 12 and progressing towards the attainment of a Queensland Certificate of Education (QCE) and or/ Australian Tertiary Admission Rank (ATAR).
3. The school Principal or authorised representative must support and give approval for the school-based apprenticeship or traineeship.
4. The school-based apprenticeship or traineeship must impact on the student's school timetable, meaning some of the training and assessment and/or work must take place during school hours.
5. There must be an agreed schedule of school studies, training and paid employment endorsed by the student's school.
6. There must be a training contract which links to an industrial instrument – such as an award or agreement – and which is signed by the employer and the apprentice/trainee (and their parent/guardian, if applicable and appropriate).
7. The employer, student, and parent/guardian (if applicable and appropriate) must commit to the minimum, paid work requirements. Period of employment must never fall below these minimums.

Whilst a school-based traineeship may be completed when the trainee is still an enrolled school student, it is most unlikely a school-based apprenticeship could be completed as there is a limit to the amount of training and assessment that school-based apprentices may complete whilst at school.

In signing-up to a school-based apprenticeship or traineeship the parties undertake to convert to full-time or part-time training arrangements if the school-based apprenticeship or traineeship has not been completed when the apprentice or trainee leaves school. More information is available on the DESBT website at: <https://desbt.qld.gov.au/training/apprentices/resources/information sheets/is26>

Pre-qualified User Choice responsibilities

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

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

Look Now Training will provide the student with written notification (email/letter) that the student 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 student 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.

Student Co-contribution Fees (User Choice) - Apprentices and Trainees - General

As identified earlier in this document, in Queensland apprenticeship and traineeship training and assessment is funded through the User Choice Program which is administered by the Queensland Government department - DESBT.

Co-contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. This amount is set by DESBT, and it may be annually adjusted.

Student co-contribution fees may be paid on behalf of an apprentice or trainee by their employer or a third party (not related to Look Now Training), but it cannot be paid or waived by Look Now Training (whether directly or indirectly) unless approved in writing by DESBT.

Co-contribution Fees (User Choice) - Apprentices and Trainees- Partial Exemption

Look Now Training must only charge 40 per cent of the student co-contribution fee where the apprentice or trainee (student) falls into one (1) or more of the following exemption categories:

- (a) The student was or will be under 17 years of age at the end of February in the year in which Look Now Training provides training, and the student is not at school and has not completed year 12.
- (b) The student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependent of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- (c) The student has issued Look Now Training with an official form under Commonwealth Law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- (d) The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Student Co-contribution Fees (User Choice) - Apprentices and Trainees – Full Exemption

Look Now Training may apply full exemption from the student co-contribution fee where the apprentice or trainee (student) falls into one (1) or more of the following exemption categories:

- (a) Where payment of the student co-contribution fee would cause extreme financial hardship then Look Now Training may waive these fees. i. The fee waiver process should be in place at the time of the student's enrolment ii. Look Now Training must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.

(b) Where DESBT advises in writing that fees are optional. On receipt of such advice Look Now Training may choose not to collect the student co- contribution fee. More information is available in the DESBT User Choice policy document available at: https://desbt.qld.gov.au/__data/assets/pdf_file/0021/7824/user-choice-policy.pdf

Look Now Training must apply full exemption from the student co-contribution fee where the apprentice or trainee (student) falls into one or more of the following exemption categories:

- (a) Where credit transfer/national recognition has been applied to a unit of competency/module (AVETMISS outcome 60 – Credit Transfer).
- (b) The student is a school-based apprentice or trainee.
- (c) The student is undertaking a qualification as part of the Skilling Queenslanders for Work – Workskills Traineeship program.

Student Co-contribution Fees (User Choice)

Free apprenticeships/traineeships for under 25s The DESBT ‘Free Apprenticeships/traineeships for under 25s’ program offers fully subsidised training for priority apprenticeship and traineeship qualifications, in areas such as electrical, plumbing, construction and engineering.

The program covers the cost of training for Queensland apprentices or trainees who commenced or are undertaking a high priority apprenticeship or traineeship qualification during the four (4) year period from 1 July 2019 to 30 June 2023.

For eligible apprentices and trainees, the government will pay Student co- contribution fees direct to Look Now Training on their behalf. More information is available at:
<https://desbt.qld.gov.au/training/providers/funded/freeapprenticeships>

School-based Apprentices and Trainees (SATs)

School-based apprenticeships and traineeships (SATs) allow high school students, generally in Years 10, 11 or 12 to work for an employer and train towards a recognised qualification, while completing their secondary schooling and studying for their Queensland Certificate of Education (QCE) and or/ Australian Tertiary Admission Rank (ATAR).

A student who is a school-based apprentice or trainee is exempt from paying a student co - contribution fee.

When a student converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student co-contribution fees will be charged for training and assessment for any units of competency not yet commenced.

The exception to this is if the qualification is funded under the ‘Free Apprenticeships/traineeships for under 25s’ program and if the student meets the age-related eligibility criteria.

General Information for Apprentices and Trainees

If you are or would like to be an apprentice or trainee in Queensland, you will need to know the following information:

Interstate Apprentices and Trainees

To be registered as a Queensland apprentice or trainee, your workplace address must be in Queensland.

Non- residents of Australia

Australian citizens and New Zealand citizens who have entered Australia on a valid passport, have unrestricted rights to enter an apprenticeship or traineeship in Australia.

Any other person wanting to work in Australia must have a visa allowing employment. Visa holders may start an apprenticeship or traineeship provided their work rights allow this, based on advice provided by the Department of Home Affairs.

Minimum age and age restrictions

To undertake an apprenticeship or traineeship (in most occupations), you must be 13 years or older. However, a minimum age may apply to particular apprenticeships and traineeships.

If you are under 18 years at the commencement date of the apprenticeship or traineeship, and in the care or control of a parent or guardian, they must provide signed consent to the apprenticeship or traineeship.

The ultimate responsibility for compliance with age requirements that exist and are enforceable under Queensland legislation rests with employers. More information is available at:
<https://desbt.qld.gov.au/training/apprentices/resources/information-sheets/is1>

Training Plan for Apprenticeships and Traineeships

A training Plan outlines the training to be delivered to the apprentice or trainee, by the employer and/or the training organisation and includes planned assessment arrangements.

The Training Plan must be negotiated and agreed to by the employer, apprentice or trainee and the training organisation (the parties to the training plan). The parent or guardian's signature is not required.

Each apprentice and trainee in the workplace must have their own training plan, which is agreed to and signed by all parties involved and given to you at the start of the Training Contract.

Training Plans for School-Based Apprentices and Trainees

Where the Training Plan is for a school-based apprentice or trainee, the student's school is not a party to the Training Plan.

However, the parties to the Training Plan must include the school's principal and apprentice or trainee's parent or guardian (if applicable) when negotiating the impact of the employment and/or training arrangements of the apprenticeship or traineeship on the student's school timetable.

Failure to Progress Process

Apprentices and trainees are contacted by their Look Now Training trainer every six (6) to eight (8) weeks.

In situations where an apprentice or trainee is failing to progress, despite constant reminders and reasonable access to time for training and all necessary technology, the following process is followed by Look Now Training:

- The apprentice or trainee is reminded verbally of their lack of progress and overdue activities. This contact is then recorded in the Look Now Training contact log for the apprentice or trainee.
- The employer is contacted, informed, and made aware of situation. This contact is also recorded in the contact log. At this time, the employer is reminded of the requirement to release the apprentice or trainee from work to complete training.
- If there is no rectification or insufficient rectification at the time of the next contact the apprentice or trainee is told verbally and, in a letter, - copied to employer and DESBT - that they are now one (1) to two (2) months overdue.
- A date for assessment of the overdue units of competency is set for one (1) month time and an entry is made in contact log.
- If the outstanding training and assessments are not completed by the set date DESBT may then take action which can lead to them issuing the apprentice or trainee a formal reprimand and/or monetary fine.

Cancellation Process In situations where an apprenticeship or traineeship Training Contract is to be cancelled Look Now Training needs confirmation of this from both the apprentice and employer. The process which needs to be followed includes:

- Apprenticeship or traineeship remains active until the appropriate cancellation form (signed by the parties) has been provided to DESBT.
- The employer needs to send Look Now Training written notification of the cancellation and the last day of apprenticeship or traineeship.
- To assist, Look Now Training can email the cancellation form to the employer. The employer can reply to the email stating the last day of the apprenticeship or traineeship (written notification).
- Look Now Training checks any units of competency the apprentice or trainee can be signed off in. If there is, this must be finalised before the cancellation date. After the date of cancellation, the Training Contract is not active, and results cannot be issued.

Fee for Service

All fees for short courses costing up to \$1,500 are paid at the time of enrolment

Students enrolling in full qualifications are requested to pay the non-refundable Student 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 Student enrolment fee may differ between courses. Please contact Look Now Training for full course costs and Student 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.

Requests for Deferral

A Student 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 student.

Students must apply in writing to the RTO 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 be 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 workplace. 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 Students 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 Students may have not been able to attend classes due to health concerns.

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

Much of this is outside the control of Students 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 students 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 undertake increased cleaning, particularly of classrooms, toilets, common areas, door handles and equipment. Any Student who is unwell, or who is required to self-isolate, **must** not attend class or must be sent home.

Students 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 Students to assist in the resolution of complaints.

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

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

Industry Placement

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

Each Student will receive a Work Placement Agreement detailing their obligations and expectations.

Look Now Training will attend the workplace, at agreed times as necessary, to observe the student's work. The trainer will obtain feedback on the students' activities and performance during the work placement. The trainer will collect evidence of the student's competency against all relevant performance criteria, performance, and knowledge evidence under assessment conditions in accordance with the requirements of the unit(s) of competency. The trainer will record this observation and make a competency judgement in accordance with the rules of evidence.

Where work placement is mandatory, but Students 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 Covid-19 on Students who need to undertake workplace hours, such as

- 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 Students 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 Students and the provider should retain evidence of the placement completed to date, including any logbooks.

Structured work placements

A structured work placement involves the student 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, Student, and the work experience provider, to identify the specific tasks for the student.

If work placement has been arranged by Look Now Training, and the student decides they want to go to another placement or they do not attend the arranged placement, and did not advise Look Now Training, the Student 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: Students undertaking placement as part of the Certificate III in Individual Support are required to hold a current Police Check and NDIS Worker Screening 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 Students 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 student is not satisfied with the outcome of an assessment decision. The student has the right for the assessment outcome to be reconsidered.

Appeal – An appeal arises when a person is not satisfied with a decision made because 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 rumors 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 students, 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.

Student – may also be referred to as a learner, candidate, or participant in Look Now Training documents or procedures and these 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.

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 Student assessment information for each unit of competency
- information on awards issued (award, date, certificate number)
- individual Student participation data (assignments/assessments where practicable, attendance)

Victimisation - any unfavourable treatment of a person because 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.