



# Student Handbook

## ***Mission Statement***

*"Our commitment is to provide quality customised training and consulting services to meet the ever changing needs of our clients"*

Learning Lab Pty Ltd  
Level 5, 111-117 Devonshire Street, Surry Hills NSW 2010  
T 02 9318 1222 F 02 9318 1444 E [admin@learninglab.com.au](mailto:admin@learninglab.com.au)

# Student Handbook Index

Index.....	2
Welcome .....	3
Contact Details .....	3
<b>Student Information</b>	
1.1 Student Selection & Induction .....	4
1.2 Access and Equity .....	4
1.3 Privacy and Confidentiality .....	5
1.4 Occupational Health & Safety.....	5
1.5 Student Support Service .....	5
1.6 Language, Literary & Numeracy .....	6
1.7 Employability Skills .....	6
1.8 Code of Practice .....	6
<b>Fees and Refunds</b>	
2.0 Fee Policy .....	7
2.1 Refund Policy .....	7
<b>Training Delivery and Assessment</b>	
3.0 Delivery of Training .....	7
3.1 Assessment.....	8
3.2 Recognition: RPL/RCC .....	9
3.3 Mutual Recognition .....	10
3.4 Credit Transfer .....	10
3.5 Withdrawal.....	10
3.6 Change of Enrolment Details.....	10
3.7 Issuance of Certificates.....	10
<b>Conduct</b>	
4.0 Attendance .....	11
4.1 Student Code of Conduct.....	11
4.2 Disciplinary Procedures .....	12
4.3 Complaints and Appeals.....	12
4.4 Computer and Internet Usage Policy .....	14
<b>Support Services .....</b>	<b>15</b>
<b>Learning Lab Student Contract .....</b>	<b>16-17</b>

# Welcome to the Learning Lab

I would like to welcome you to Learning Lab and wish you success in your new learning experience.

It is important that you read this handbook prior to the commencement of your training program. It contains important and useful information that you may need to use throughout your training program. For further information about the material covered you may discuss this with your trainer, when its contents are reviewed in your induction session or at a later date.

Learning Lab is a Registered Training Organisation (RTO) with more than 20 years proven experience in delivering progressive, quality and cost effective training and development solutions for our clients. Learning Lab has successfully developed and conducted IT and Personal Development training for an extensive list of corporate, commonwealth and state government clients.

Over the last 20 years, we have successfully trained in excess of 120,000 people and achieved more than 800,000 face-to-face training hours.

Learning Lab focuses on providing training from nationally accredited training packages in IT, Business, Frontline Management, Administration, Employment Services, Community Services, Leadership and Personal Development, as well as Occupational Health & Safety (OH&S). We offer over 40 qualifications and short courses, so if you are interested in further training then please feel free to contact us on the below details or visit our website on [www.learninglab.com.au](http://www.learninglab.com.au).

I look forward to sharing your training experience.

Kind regards,

**Silvia Bazon**  
**General Manager**

## Contact Details

Learning Lab Pty Ltd  
Level 5, 111-117 Devonshire Street  
Surry Hills NSW 2010

Phone: +61 2 9318 1222

Fax: +61 2 9318 1444

E-mail: [admin@learninglab.com.au](mailto:admin@learninglab.com.au)

Web: [www.learninglab.com.au](http://www.learninglab.com.au)

## 1.0 Student Information

Learning Lab complies with and works under the Vocational Education and Training Act 2005 and the Australian Quality Training Framework (AQTF) 2007.

Prior to enrolment all students will have received information on the course they are undertaking, including Course outcomes, delivery, employability skills and selection of students. Students also receive information about Learning Lab policies including RPL, fees & refunds, complaints & grievances, legislative compliance and support services. This Handbook provides all of the above information, and our website provides additional information on courses and the company. For further information please contact us at our offices on (02) 9318 1222 or [admin@learninglab.com.au](mailto:admin@learninglab.com.au).

### 1.1 Student Selection & Induction

We will use a range of selection criteria in our selection of students for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans. Where selection of students is required, an Information session is run, and all interested participants are asked to attend. All students are recruited in an ethical and responsible manner, consistent with the requirements of the curriculum and relevant National Training Package.

Learning Lab ensures that students derive maximum benefit from the course and selects students on the basis of their ability to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All participants are requested to complete the registration form to hold their place in the course (The name you have noted on your registration form is the name that will appear on your Certificate).

Acceptance or non-acceptance into a training course is confirmed in writing in either of three ways:

- Welcome letter and Tax Invoice (if fee has been paid – 'PAID' is stamped on the invoice)
- Non-acceptance letter – advising that student details will be kept on record for the next course
- Waiting List letter – student is on the waiting list in the case that any accepted students pull out within the first two weeks. If there are no withdrawals the student is sent a Non-acceptance letter.

Your position in the course is confirmed when fees/Government Administration costs have been paid to Learning Lab.

Student Induction occurs prior to the commencement of the course. The student receives a copy of this 'Student Handbook' for reference throughout the course. Students are required to sign the 'Student Declaration' acknowledging that they understand and agree to the Terms and Conditions of enrolment outlined in the 'Student Handbook' (Page 13).

At Induction, students will also receive specific details relating to their course, for example Course timetable, recommended reading list and initial manuals and handouts. Students will need to supply their own writing paper and pens.

Students are also briefed on the OH&S policies, Student Services, and Information about the facility and equipment.

### 1.2 Access and Equity

We are committed to providing opportunities to all people for advancement in training on an equitable basis. We ensure that our selection is non-discriminatory, providing fair access to training to all people.

Learning Lab supports equal opportunity in the selection of staff, trainers and students. Learning Lab will not tolerate discrimination on the basis of gender, pregnancy, race, culture, marital status, ability, gender preference or age. Learning Lab ensures that all students are provided with an equal opportunity to learn and progress through their course without harassment and discrimination. Training resources, techniques and assessment tools are free from discriminating material.

### 1.3 Privacy and Confidentiality

When you enrol at Learning Lab the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations regarding the collection, storage, use and disclosure of your personal information. The information provided will only be that which is necessary for the purposes of your course enrolment, learning and study records and NSW Department of Education and Training (DET) for audit purposes only.

Post-completion of a course, student personal details and information can only be requested by the student, and must be in writing, with two forms of identification. Please request a form from Learning Lab Administration. Please note request of student personal details and information may incur an Administration fee for retrieval.

### 1.4 Occupational Health & Safety

Learning Lab considers the occupational health and safety of its staff and students to be of the utmost importance. Learning Lab takes all "reasonably practicable" steps to provide and maintain a safe and healthy workplace and learning environment. A successful Occupational Health & Safety program is dependent upon all persons on the Learning Lab premises sharing responsibility for ensuring a safe and healthy environment. Learning Lab complies with the NSW Occupational Health & Safety Act 2000.

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 for maintenance requirements and refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- Ensure all safe situations are recognised and reported
- Ensure a floor warden is nominated and attends all building specified fire warden training
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

#### **Student illness**

Anyone suffering from temporary sickness, which could affect others such as colds, flu or viral infections should not attend until fully recovered. Students unable to attend due to illness must advise the Administration immediately. A medical certificate will be required if students are absent for more than two days.

#### **Accident procedure**

Accidents and incidents that occur must be reported to your trainer immediately. All accidents and incidents are recorded on the Incident Form and register.

### 1.5 Student Support Services

Learning Lab offers support and information to students as requested. Students are invited to contact Learning Lab staff if they are experiencing any particular study difficulties, IT issues or language barriers, etc. Staff will be available to provide assistance and referrals as appropriate.

If students require medical assistance, Learning Lab will ensure contact is made with emergency services or a medical practitioner on request of the student.

Students needing support in areas outside Learning Lab staff qualifications will be directed to the appropriate organisation or service. A list of student support services is located on Page 11. For more comprehensive information you may need to refer to other directories.

## 1.6 Language, Literary & Numeracy (LL&N)

Learning Lab aims at all times to provide a positive and rewarding learning experience for all our students. It is our policy to determine the LL&N Skills required in a Competency Standard to ensure the training and assessment process is valid, fair, reliable and flexible for all individuals.

In doing this the training consultant will be required to determine the LL&N requirements of the standards for the units they wish to assess. Where LL&N competency is essential we will make every effort to ensure that you are adequately supported to enable you to complete your training.

In some cases the client may conduct LL&N test during their recruitment process. In this case a letter from the client stating that they conduct internal LL&N testing and what the testing consists of is sufficient. This evidence must be placed in the student files.

## 1.7 Employability Skills

Learning Lab incorporates employability skills as part of the learning and assessment strategies for each course to ensure that skills gained have industry application.

The eight key employability skills are:

- communication
- teamwork
- problem solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology

## 1.8 Code of Practice

Learning Lab identifies and complies with all Commonwealth, State/Territory legislation and regulatory requirements relevant to its scope of operation. Copies of all these documents are available for you to read, either electronically or in hard copy. This includes:

- NSW Occupational Health & Safety Act 2000 No 40 – [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or [www.austlii.edu.au/](http://www.austlii.edu.au/)
- Occupational Health & Safety Regulations 2001 – [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) or [www.austlii.edu.au/](http://www.austlii.edu.au/)
- Duty of Care Legislation 2000 – [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)
- Anti-Discrimination Act 1977 – [www.austlii.edu.au/](http://www.austlii.edu.au/)
- Copyright Act, 1968 – [www.austlii.edu.au/au/legis/cth/consol\\_act/ca1968133/](http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/)
- Equal Employment Opportunity Act 1987 - [www.scaleplus.law.gov.au/browse.htm](http://www.scaleplus.law.gov.au/browse.htm)
- Racial Discrimination Act 1975 - [www.scaleplus.law.gov.au/browse.htm](http://www.scaleplus.law.gov.au/browse.htm)
- Disability Discrimination Act 1992 - [www.scaleplus.law.gov.au/browse.htm](http://www.scaleplus.law.gov.au/browse.htm)
- Sex Discrimination Act 1984 - [www.scaleplus.law.gov.au/browse.htm](http://www.scaleplus.law.gov.au/browse.htm)
- Taxation Legislation 2005 - [www.law.ato.gov.au/atolaw/Browse.htm](http://www.law.ato.gov.au/atolaw/Browse.htm)
- Vocational Education and Training Act 2005 (VETA) – [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)
- The Apprenticeship Act 2001 - [www.austlii.edu.au/](http://www.austlii.edu.au/)
- Privacy Act 1998 and National Privacy Principles 2001 - [www.privacy.gov.au/law/act](http://www.privacy.gov.au/law/act)  
[www.austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/)
- Trade Licensing Requirements - [www.fairtrading.nsw.gov.au/business/businessnames/licensingrequirements.html](http://www.fairtrading.nsw.gov.au/business/businessnames/licensingrequirements.html)

## Fees and Qualifications

### 2.0 Fee Policy

Fees MUST be paid prior to the commencement of the course, to ensure your enrolment is secure.

NSW Department of Education & Training (DET) funded training attracts a Government Administration fee for those students who are not:

- Students with a disability or
- Of Aboriginal or Torres Strait Islander background

The Government Administration fee attracts a concession for students receiving Centrelink benefits or a low-income earner (as defined by Centrelink). Learning Lab aligns the Government Administration fee with that charged by TAFE NSW. Visit <http://www.tafensw.edu.au/about/money.htm> for the current fees.

### 2.1 Refund and Cancellation Policy

The Government Administration and RPL Application Fee is non-refundable. Refunds are based on the following guidelines;

- If a course is cancelled by Learning Lab for any reason.
- You have overpaid the fee to Learning Lab.
- You advise Learning Lab in writing 14 days prior to class commencement (25% administration fee applies) that you are withdrawing from the course.
- You advise Learning Lab in writing within 14 days of the course date, 100% cancellation fee may apply and will be at the discretion of Learning Lab.

In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis.

All refunds must be applied for in writing. Please contact Learning Lab for more information on our Refund and Cancellation Policy.

## Training Delivery and Assessment

### 3.0 Delivery of Training

Learning Lab provides a competency-based approach to training in a Classroom setting. Competency-based training (CBT) is an approach to vocational education and training that places emphasis on a person's the ability to demonstrate a set of skills, knowledge and understanding.

Competency standards are determined by industry and set benchmarks of performance that set out the skills, knowledge and attitudes required to operate effectively in a specific industry or profession. All assessments conducted by us observe the directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAA40104) and the AQTF 2007 Standards.

Students do not get a graded mark, they are deemed either Competent(C) or Not Yet Competent (NYC), i.e. they are able to complete the task or not yet able to complete the task. To attain a competent assessment, students must demonstrate the ability to perform tasks and duties to the standard expected in employment.

If students require information on their progress, they must seek that information from their trainer.

## Our Trainers

Learning Lab's trainers are qualified trainers and assessors and hold an appropriate degree or diploma, as well as having industry experience. We ensure that Learning Lab's trainers meet the highest standards of excellence and integrity and have as a minimum the following combination;

- 1) Certificate IV in Training and Assessment (TAA40104) – to ensure competency in educational delivery; OR
- 2) Certificate IV in Assessment and Workplace Training (BSZ40198) – to ensure competency in educational delivery; OR
- 3) Vocational Qualifications – to ensure knowledge of the occupation or vocation in which the training is being provided
- 4) Industry Experience – to ensure the currency and relevance of the training to industry and to the student.

Courses are delivered through face-to-face group classes. A variety of theoretical, experiential, practical and interactive delivery strategies are employed in the classroom. Strategies may include: trainer presentation and demonstration, observation and practice, workshop practise, written work, discussions, question and answer sessions, case studies, projects, role play and structured exercises.

Students are asked to complete a post-course evaluation form on the last day of the course. This allows Learning Lab to gather feedback on the course, our trainers and our general service. Please note this can be filled out anonymously and all information is considered Private and Confidential.

## 3.1 Assessment

Assessment is carried out in accordance with the Standards for Registered Training Organisations, Australian Quality Training Framework (AQTF) 2007 and demonstrates compliance with the four principles of assessment;

- Validity
- Reliability
- Fairness; and
- flexibility

These principles of assessment are addressed in the;

- design, establishment and management of the assessment system for Training Packages
- development of assessment tools; and
- the conduct of assessment

The four Rules of Evidence guide the collection of evidence and address the four principles of assessment. Learning Lab demonstrates compliance in the four rules of evidence by collecting evidence which is;

- valid
- sufficient
- current; and
- authentic

The assessment and evidence requirements, as far as possible, are designed to avoid putting an undue workload on participants. Methods of assessments may include a combination of the following:

- Case Study
- Observations
- Role Play/ Simulation
- Short questions and answers
- Portfolio
- Written assignments/projects
- Questions / Discussions

Each Student will receive a course timetable, which details each unit covered in the course and scheduled assessment/s. Prior to assessment the trainer/assessor will ensure that students:

- understand the purpose and consequences of the assessment
- have received copies of the relevant unit(s) of competency
- understand what evidence is to be collected
- are aware of the due dates and penalties for late submission
- have a complete understanding of the complaints and/or appeals process

### **Handing in assignments**

An assignment completed on or before the due date should be given directly to your trainer. All assignments submitted should have a completed cover sheet clearly setting out the student's name and assignment details and the student section signed. Alternatively, it may also be handed in at Administration and registered into the Assignment Folder at reception. The Administration Officer will pass it on to the trainer. Students are assessed as "Competent" (C) "Not Yet Competent" (NYC) on completion of the course. All students will be given the opportunity to resubmit assessments which are deemed as NYC.

Learning Lab assumes no responsibility for assignments that have not been signed in at Administration or handed directly to the Trainer.

### **Extensions**

Learning Lab will consider extensions based on extenuating circumstances, however supporting evidence will be required e.g. Doctor's Certificate. Extensions must be negotiated with the trainer/assessor prior to the due date. Penalties for late submission will occur if extended deadlines are not met.

## **3.2 Recognition of Prior Learning (RPL)/Recognition of Current Competence (RCC)**

Learning Lab recognises the Australian Qualifications Framework (AQF) units of competency, qualifications and statements of attainments issued by all Registered Training Organisations in Australia. Learning Lab ensures that systems are in place to determine students' prior learning and offers RPL and RCC to all applicants on enrolment. Students may apply for an RPL/RCC assessment related to the competencies/units included in their course.

RPL and RCC are terms that describe the knowledge and skills that a student has gained through their previous formal or informal training, work experience and/or life experience. This recognition can provide a determination of advanced standing in a qualification or a unit of competency.

RPL is offered to students on enrolment. They may request more information and an application form from Learning Lab administration, prior to the course commencement. You must be enrolled in the course and have paid a deposit before applying for RPL/RCC.

Once your application form has been completed you will receive an RPL/RCC Information Kit. The RPL/RCC process requires the student to complete the application agreement, an Interview and also to provide supporting evidence. The details of this process are stated in the RPL/RCC Kit, and Learning Lab staff are available for any further guidance. All assessment mechanisms used are valid, reliable, flexible and fair and are conducted in an ethical manner.

All additional costs for RPL will be clearly outlined to individual candidates prior to the commencement of the RPL/RCC process.

### **3.3 Mutual recognition**

Australian Qualification Framework qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) are recognised nationally. This enables individuals to receive national recognition of their achievements.

Recognition is granted by direct recognition of the competency unit completed at another RTO or a combination of mutual recognition and credit transfer completed at another RTO.

### **3.4 Credit transfer**

Credit transfer is available to all students enrolling in any of our courses on our scope of registration. Credit transfer allows students to count relevant, successfully completed studies – achieved at TAFE colleges, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications.

Credit transfer works in two ways:

- students receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load
- students are exempt from certain introductory units but are still required to complete the total credit points or hours for the course

Credit transfer may also be referred to as 'advanced standing'.

### **3.5 Withdrawal**

If you are considering withdrawing from the course, please consult your trainer to discuss the reason, as there may be other options available to you to complete the course.

You can withdraw from a course at any stage, and will be eligible for a Statement of Attainment for subjects successfully completed up to withdrawal. If you simply stop going to class and handing in work, you risk receiving a NYC grade. Please ensure all requests to withdraw from a course are submitted to Learning Lab in writing. The 'Withdrawal/Refund request' form is available from Learning Lab Administration.

If you are receiving a Centrelink benefit, remember to advise Centrelink of any changes to your course, including point of withdrawal, as you may have to repay money.

There is no automatic re-entry into a future course if students fail to complete all units of competency in the course in which they were originally enrolled.

### **3.6 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.

### **3.7 Issuance of Qualifications**

Certificates and Statements of Attainment are either presented to students on the final day of the course or posted out to students upon successful completion of the course. The name you have noted on your registration form is the name that will appear on your Certificate. Please note your results will be withheld if you have any fees owing at the completion of the course.

Make sure you keep copies of your Certificate/Statement of Attainment to show employers as this document states the modules and/or competencies you have enrolled in and the results you have achieved. Please note a copy of the Certificate/Statement of Attainment may be obtained by contacting Learning Lab administration and quoting the course name and start date. Please note there is an Administration cost of \$55 (incl. GST) for each requested copy.

# Conduct

## 4.0 Attendance

Regular and punctual attendance at classes is **essential** for successful completion of the course. Students who do not display regular attendance at their course will be required to attend a disciplinary meeting (see 4.2 Disciplinary Procedures). If a student's attendance in any units falls below 85% they may be ineligible for a pass in that subject.

All absences need to be notified to Learning Lab by 9.00am on the day of absence. In the event of extended absence due to ill health or personal reasons, students will need to discuss their position with Learning Lab Administration.

## 4.1 Student Code of Conduct

Learning Lab provides an environment that is conducive to learning, ensuring safe, comfortable and supportive studying for our students. Students are expected to display a high level of personal responsibility for their learning process and for their interaction with staff members and other students.

The Student Code of Conduct aims to provide a safe environment by encouraging ethical and sensible behaviour of all Learning Lab students. The following behaviour protocol is essential. All students must:

- Respect each others needs
- Maintain a clean and safe learning environment
- Ensure all behaviour respects equal rights for all students regardless of gender, race, culture, age, religion, gender preference and abilities
- Be punctual and maintain 85% attendance rate
- Care for each other and each others property
- Respond to any reasonable instruction from a member of staff
- Notify Learning Lab if unable to attend class
- Ensure an equal opportunity for all students
- Conduct themselves in a business like manner (including Neat and Clean attire)

Inappropriate behaviour will result in disciplinary measures being taken. Inappropriate behaviour on Learning Lab premises resulting in disciplinary action includes the following:

- Failure to attend the required minimum number of classes for any course without reasonable explanation
- Students brings onto or consumes any drugs on the premises (except for drugs prescribed by a qualified medical practitioner)
- Student brings onto or consumes any alcohol on the premises
- Student exhibits any form of behaviour that is adversely affected by the influence of drugs and/or alcohol
- Enters into Sexual Activity with any person or persons on our premises or any training venue hired by us
- Failure to comply with any instructions given by a member of staff relating to the safety of any person or persons on our premises
- Inappropriate and personal use of the internet
- Continued use of Mobile Phones in class (Learning Lab phones are only available during the "Job Seeking" part of the course as approved by your Trainer)
- Discriminates, harasses or assaults (physically or verbally) any person or persons on our premises or any training venue hired by us
- Cheats and/or Plagiarises other students work and presents it as their own

- Damages or removes property or resources from our premises or any training venue hired by us or that belonging to other students
- Exhibits violent, aggressive, disorderly, offensive or disruptive behaviour towards students, trainers and staff
- Enters any part of the premises or any other place when not entitled to do so, or having entered, refuses to leave the premises
- Exhibits offensive Language, body language and/or gestures
- Partakes in criminal activity on our premises or any training venue hired by us

A breach of the Student Code of Conduct, inappropriate behaviour or Gross Misconduct will result in instant disciplinary action and may lead to immediate dismissal. Learning Lab reserves the right to instantly dismiss a student who breaches the 'Student Code of Conduct'.

## 4.2 Disciplinary Procedures

In any case where the Student Code of Conduct has been breached the following measures are in place:

- 1) Incident Report will be completed by those involved in the breach (Please contact Learning Lab administration for a copy of the appropriate documentation).
- 2) Student attends a disciplinary interview with Learning Lab administration and management as soon as possible after the incident. The student may have a third party present during the interview.
- 3) The Interview will involve a discussion on the incident, the consequences and future behaviour if the student is to continue the course.
- 4) If the student is to continue the course an 'Action Plan' will be developed. This will state the agreed steps to be taken and monitored, to ensure further breaches do not occur. The 'Action Plan' will also state that the consequences of further mis-conduct will be instant dismissal.
- 5) The 'Action Plan' is to be signed by all parties present, and a signed copy is to be kept by both the Student and Learning Lab.

## 4.3 Complaints and Appeals

Learning Lab will deal with any complaint and/or appeal in an effective and timely manner. If you wish to lodge a complaint and/or appeal on any matter other than the academic decision our procedure allows for;

- An informal approach to the person with whom the student has the complaint/appeal
- An opportunity for the person to formally present his or her case
- A staff member or the Administration and Compliance Manager who has not been involved in the appeal to review the complaint/appeal; and
- An independent review by an external consultant or appropriate body

All complaints and/or appeals are to be recorded in writing and reviewed by Management. Results of all appeals are communicated in writing to the student and a copy of this communication is kept both on the Complaints Register and the student's individual file.

Students may appeal against their final assessment result within fourteen (14) days of the results being issued. If you have an appeal against your assessment result, follow the Complaint/Appeal Procedure below;

## Complaint/Appeal Procedure

- 1) Speak to the person with whom you have the Complaint/Appeal with and try to resolve the issue or problem in the first instance

### **IF UNRESOLVED**

- 2) Speak directly to your trainer

### **IF UNRESOLVED**

- 3) Complete the student complaint form and make an appointment with the Administration and Compliance Manager. At this stage the complaint must be recorded in writing and signed and dated by the complainant.

If required at any stage during the appeal procedure the Administration and Compliance Manager is available for confidential appointments to review the complaint/appeal. This person may act as a mediator if necessary between students or students and staff.

A decision is made and communicated in writing to all parties. If the student is dissatisfied with the outcome of the complaint, they may institute an appeals process by completing the complaint form and indicate that an appeal is being sought or alternatively they can seek further assistance and advise by contacting the National Training Complaints Hotline on 1800 000 674.

Learning Lab will not consider assessment appeals that are raised 14 days or more after results have been issued.

## Appeals Process

A fair and impartial appeals process is available to all Learning Lab students. If a student wishes to appeal their assessment or RPL result they must in the first instance discuss the issue with the trainer/assessor. If the student is still not satisfied with the outcome after their discussion with the trainer/assessor a formal request must be made in writing outlining the reason/s for the appeal.

### Grounds for Appeal

An application for appeal will be considered where;

- a. A student claims a disadvantage because the trainer did not provide a course outline
- b. A student claims a disadvantage because the trainer varied without notification the assessment requirements as specified in the course outline
- c. A student claims a disadvantage because the assessment guidelines specified by the trainer were unreasonably or prejudicially applied; and
- d. A student is of the view that a clerical error has occurred in documenting the assessment result.

If an appeal for reassessment is substantiated, Learning Lab will provide an independent assessment by a different assessor selected by the RTO. Costs for reassessment will be met by the RTO. The outcome of the appeal and reasons for the decision will be communicated in writing to the student and a copy kept on both the Complaints Register and the student's individual file.

## 4.4 Computer and Internet Usage Policy

Use of **Learning Lab** computers, network, and Internet access is a privilege granted to students and this use may be revoked at any time for inappropriate usage carried out on such systems. These resources are available to enhance your learning process in a supportive environment and to assist you to achieve quality learning outcomes.

Offences which are in violation of local, state, or federal laws may result in the restriction of computing privileges and they will be reported to the appropriate organisation and law enforcement authorities.

Illegal acts involving the use of computer or internet access facilities may also be subject to prosecution by local, state or federal authorities.

For the benefit of all users, the following policies and rules must be observed:

- 1) The use of computers including email for private use is prohibited.
- 2) Users will use computer equipment in an appropriate way and in a manner, which will not result in damage to equipment. Technical problems will be reported to a staff member, who will record the problem for the attention of technical support.
- 3) Do not swap around any equipment. That is, no changing of keyboards, mice or other equipment from one computer to another.
- 4) Do not add or delete any icons on the desktop, modification of computer settings is strictly prohibited. If the need for this action arises (due to learning outcomes) it must be done under the strict supervision of the trainer and **MUST** be restored back to its default state.
- 5) Computer classrooms will be locked when not in use. Students are not to be in the computer classrooms unattended.
- 6) No food or drinks are allowed in the computer training rooms, unless this has been previously approved by Management.
- 7) Do not load software, of any kind, on classroom computers. The downloading and installation of software including but not limited to: Web Toolbars, music, video streaming, audio (including radio), chatting programs such as MSN Messenger, Facebook, Twitter, Myspace, Utube, IRC, P2P sharing software, etc, is strictly prohibited.
- 8) Users will respect copyright laws and licensing agreements.
- 9) Students and participants will ensure that their work is backed up as Learning Lab will not be liable for any loss of work.
- 10) All diskettes must be virus scanned, prior to use. It is the student's responsibility to virus scan, prior to use.
- 11) Users are not to deliberately propagate any virus, worm, Trojan horse, trap-door program code, key loggers, or any other code or file designed to disrupt, disable, impair or otherwise harm the network.
- 12) Do not attach any device to the network including notebooks, peripheral devices, etc, unless this has been previously approved by Management.

Users will not access materials, which would be considered as obscene, indecent or of national security risk (e.g. sending, receiving, or accessing pornographic materials). If such material is accidentally accessed, it will be immediately closed down and reported to a staff member, who will take appropriate action.

## Support Services

<b>Centrelink</b>		<b>Employment and Training</b>	
Abstudy	132 317	Job Seeker Hotline	13 62 68
Career Information Centre	1800 067 482	Indigenous Employment Line	18 01 02
Disability, Sickness and Carers	132 717	Learning Lab SkillsLink Program	9318 1222
Employment Services	132 850	National Harvest Information Service	1800 062 332
Multilingual Phone Service	131 202	Australian Technical Colleges	13 62 68
Specialist Youth Service	1800 687 147	TAFE NSW Information Line	131 601
Youth and Students	132 490	Australian Apprenticeship Referral Line	13 38 73
<b>Aboriginal and Torres Strait Islander Services</b>		Plus 40 Recruitment Agency	1300 758 740
Aboriginal & Torres Strait Islander - Education & Access	9266 8111	<b>Multicultural Services</b>	
Aboriginal Employment Strategy	8571 0900	Ethnic Communities Council	9319 0288
Aboriginal Health	9391 9496	Adult Migrant English Services (AMES)	9289 9111
Aboriginal Hostels Limited	9310 2777	Ethnic Child Care, Family & Community Services	9344 7030
Aboriginal Spiritual Prayer House	9799 0324	Multicultural Disability Advocacy Association	1800 629 072
Aboriginal Justice Advisory Council	9228 8106	Telephone Interpreter Service	13 14 50
Aboriginal Housing Help Line Service FREECALL	1800 355 740	Multicultural Home Respite Inc.	9550 3754
<b>Standing up for your rights with...</b>		<b>Legal Contacts</b>	
Anti Discrimination Board	1800 670 812	Redfern Community Legal Centre	9698 7277
Dept. of Fair Trading	13 3220	Legal Aid Hotline under18	1800 101 810
Welfare Rights Centre	1800 226 028	Legal Aid Help Line	1800 806 913
NSW Ombudsman	1801 226 028	Women's Legal resource Centre	9754 5533
<b>Counseling and Other Assistance</b>		<b>Disability Services</b>	
Gay and Lesbian Counseling (4pm – 12am)	1800 805 379	National Ethnic Disability Alliance	1800 982 182
NSW Victim's Support Line	1800 633 063	Aboriginal Disability Network	9370 3100
Kids Helpline (24 hours)	1800 55 1800	Action for People with Disabilities	9449 5355
Mission Australia Helpline	9217 1088	Association of Blind Citizens NSW	9744 1516
Lifeline (24 hours)	13 11 14	Better Hearing Australia	9744 0167
Youth Infoline	1800 171 800	Family Advocacy, NSW	9869 0866
Child Protection & Family Crisis	1800 066 777	People with Disabilities Australia	9319 6622
NSW Rape Crisis Centre	9819 7357	Disability Discrimination Legal Centre	9310 7722
<b>Help with Accommodation</b>		<b>Health</b>	
Homeless Persons Info Service	9265 9087	Aids Council of NSW	9206 2000
Emergency Youth Accommodation Line (NSW) (24 hours)	1800 234 566	Family Planning	1800 063 635
Domestic Violence Line (24 hours) Shelter NSW	1800 65 64 63 9267 5733	Alcohol and Drug Info Service (24 hours)	1800 422 599

# Student Declaration

(Student Copy)

Course Name: \_\_\_\_\_

Course Start Date: \_\_\_\_\_

- a) I understand my enrolment with Learning Lab for the course will be completed when the registration form has been received and accepted, this declaration has been completed, and the Course Fee has been paid or an exemption granted.
- b) I understand that I may apply for Recognition of Prior Learning (RPL) by marking the appropriate box on the registration form. I am aware that I must provide supporting evidence as an attachment to my registration and that I must make this RPL election prior to the course commencing. Later RPL applications will not be accepted.
- c) I agree that I must attend a minimum of 85% scheduled classes or provide written, verbal or email notice to Learning Lab as required, prior to class commencement. All absences will be recorded.
- d) I agree that I must submit all assessment tasks on the due date. 100% of assessments must be submitted and assessed prior to the issue of a qualification. I understand that it is my responsibility to ensure that I keep copies of any assessments submitted for marking. I understand that the cost of returning any assessment tasks, other than those I personally return myself, to Learning Lab by mail or email is at my own cost and responsibility.
- e) I acknowledge that should I require replacement of any resources, course material and/or equipment that I will be directly responsible for the cost of such material and/or equipment.
- f) I have read a printed copy of the Learning Lab Student Handbook or accessed a copy at [www.learninglab.com.au](http://www.learninglab.com.au) and understand my rights and obligations as a student at Learning Lab, including the Grievance and Appeals procedure, Refund policy, Computer and Internet Policy and the Student Code of Conduct. I understand that if I breach my obligations set out in the Learning Lab Student Handbook and any policies advised to me by Learning Lab that this may result in my immediate withdrawal from the course by Learning Lab.
- g) I declare that, to the best of my knowledge, the information on my registration form and the supporting evidence supplied by me is true and correct in every regard. I am committed to commencing the course and to the best of my ability to completing the course.

All details provided by me at Enrolment are true, correct and complete. I undertake to notify Learning Lab immediately in writing if there are any changes to the details which I have provided.

**I have read, understood and agree with the above statements and conditions.**

Applicants Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# Student Declaration

(Learning Lab Copy)

**Course Name:** \_\_\_\_\_

**Course Start Date:** \_\_\_\_\_

- a) I understand my enrolment with Learning Lab for the course will be completed when the registration form has been received and accepted, this declaration has been completed, and the Course Fee has been paid or an exemption granted.
- b) I understand that I may apply for Recognition of Prior Learning (RPL) by marking the appropriate box on the registration form. I am aware that I must provide supporting evidence as an attachment to my registration and that I must make this RPL election prior to the course commencing. Later RPL applications will not be accepted.
- c) I agree that I must attend a minimum of 85% scheduled classes or provide written, verbal or email notice to Learning Lab as required, prior to class commencement. All absences will be recorded.
- d) I agree that I must submit all assessment tasks on the due date. 100% of assessments must be submitted and assessed prior to the issue of a qualification. I understand that it is my responsibility to ensure that I keep copies of any assessments submitted for marking. I understand that the cost of returning any assessment tasks, other than those I personally return myself, to Learning Lab by mail or email is at my own cost and responsibility.
- e) I acknowledge that should I require replacement of any resources, course material and/or equipment that I will be directly responsible for the cost of such material and/or equipment.
- f) I have read a printed a copy of the Learning Lab Student Handbook or accessed a copy at [www.learninglab.com.au](http://www.learninglab.com.au) and understand my rights and obligations as a student at Learning Lab, including the Grievance and Appeals procedure, Refund policy, Computer and Internet Policy and the Student Code of Conduct. I understand that if I breach my obligations set out in the Learning Lab Student Handbook and any policies advised to me by Learning Lab that this may result in my immediate withdrawal from the course by Learning Lab.
- g) I declare that, to the best of my knowledge, the information on my registration form and the supporting evidence supplied by me is true and correct in every regard. I am committed to commencing the course and to the best of my ability to completing the course.

All details provided by me at Enrolment are true, correct and complete. I undertake to notify Learning Lab immediately in writing if there are any changes to the details which I have provided.

**I have read, understood and agree with the above statements and conditions.**

**Applicants Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_