

# Liift

LEARNING



# Learner Handbook

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# Introduction

**Welcome to Liift Learning.**

**We are excited to have you join us on your learning journey.**

This Learner Handbook is designed to provide you with information about the services provided by Liift Learning and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Liift Learning. This information is contained in the Course Brochure which is supplied separately.

## About Liift Learning

Liift Learning is a Registered Training Organisation (RTO 52989) providing innovative accredited and non-accredited training. Please [visit this link to view our website](#) and learn more about Liift Learning.

At Liift, we aim to uplift our learners to reach their potential. This is reflected in our name and the use of two i's, which visually represent two people facing one another, collaborating and sharing knowledge.

Liift Learning is responsible under its registration with the TAC for the quality of the training and assessment being delivered in compliance with Standards for Registered Training Organisations 2015 on your chosen course and is also responsible for the issuance of any Australian Qualifications Framework (AQF) certificate that may result based on your achievement of the course requirements.

### Contact Information



#### Address

53 Burswood Road  
Burswood, WA, 6100



#### Phone

1800 874 888



#### Email

[support@liift.org.au](mailto:support@liift.org.au)

**Learner Emergency Contact:** 1800 874 888

## Our Services

Liift Learning provides training and assessment services in support of the following nationally endorsed training products:

- ❖ CHC32015 Certificate III in Community Services
- ❖ CHC33021 Certificate III in Individual Support
- ❖ HLTAID009 Provide cardiopulmonary resuscitation
- ❖ HLTAID010 Provide basic emergency life support
- ❖ HLTAID012 Provide First Aid in an education and care setting
- ❖ CHCCCS003 Increase the safety of individuals at risk of suicide
- ❖ CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues
- ❖ CHCMHS007 Work effectively in trauma informed care

**Delivery Methods:** Online (self-paced), Face to Face, On the Job

### Face to Face

Learners will have opportunities to practice course skills in a training space within an industry / realistic simulated work environment for the units having simulated work environments.

A basic level of physical fitness is required to complete the assessment criteria for the units delivered in the workplace and/or via face to face.

#### The following courses:

HLTAID009 - Provide cardiopulmonary resuscitation  
HLTAID010 - Provide basic emergency life support  
HLTAID011 Provide first aid  
HLTAID012 - Provide First Aid in an education and care setting

Require learners to perform at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor.

## Our Mission

**Liift Learning's mission is to deliver quality training assessment that meets the needs of learners and industry.**

## Our Objectives

In recognition of this mission, our objectives are:

### **People**

We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.

### **Safety & Equality**

We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

### **Integrity & Ethics**

We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

### **Quality Committed**

We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.

### **Learner Focused**

We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.

### **Industry Engagement**

We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

# Trainers and Expectations

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## Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in their respective industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Liift Learning we deliver a nationally accredited qualification via training face to face and in the workplace. When you study with Liift Learning, your Trainer Assessor will always be there to assist you throughout your course.

## Our Expectations

Liift Learning expects you to:

- ❖ Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- ❖ Comply with the rules and regulations of Liift Learning. Including adhering to the Learner code of conduct
- ❖ Be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- ❖ Be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- ❖ Monitor your own progress by ensuring that assessment deadlines are observed.
- ❖ Utilise facilities and Liift Learning publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.

- ❖ Respect other learners and Liift Learning staff members and their right to privacy and confidentiality.
- ❖ Attend class each day. Attendance is recorded and it is expected that learners arrive to class on time and remain for the full duration.
- ❖ Provide your own laptop.



A person who is working with people needing individual support and community services is required to undergo some form of police, criminal history, working with vulnerable people, working with children, NDIS worker screening check, depending on the organisation of your work placement with.

## Student Identification and Safety

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### Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

[Visit this link to learn more about your USI.](#)



It's free and easy to create [by visiting this link](#), and will only take a few minutes of your time.

Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

## Your Safety

Liift Learning is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- ❖ Know and observe details of emergency response and evacuation plans.
- ❖ Do not undertake activities which may cause injury to self or others:
  - Be responsible for your own actions
  - No smoking at the training and assessment facilities or offices
  - Report all potential hazards, accidents and near misses to the RTO staff
  - No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment
  - Always keep training and assessment areas neat and tidy
  - Ensure that all work areas are left clean and tidy
  - Seek assistance if you volunteer to lift items (e.g. moving furniture in a training area)
  - Observe hygiene standards particularly in eating and bathroom areas.
- ❖ Provision for first aid facilities is available where training is delivered.
- ❖ All accidents must be reported to staff.
- ❖ The accident and any aid administered must be recorded by staff involved.



## Access and Equity

Liift Learning is responsive to the individual needs of learners whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Liift Learning will ensure flexible learning and assessment options are available where applicable and provide additional support where possible and without damaging the integrity of the industry standard and the certification that follows.



Liift Learning is committed to ensuring that the training and assessment environment is fair and equitable, free from discrimination and harassment and vilification.

All Liift Learning staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances.

If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Learners should expect fair and friendly behaviour from Liift Learning staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

### Reporting

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Liift Learning that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Liift Learning, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your Privacy

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### How we use your personal information

We use your personal information to enable us to deliver the VET courses you have enrolled into, provide research into the development of our products and, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.



#### How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act.

Your personal information may be used and disclosed by NCVER for purposes that include:

- ❖ Populating authenticated VET transcripts
- ❖ Administration of VET
- ❖ Facilitation of statistics and research relating to education, including surveys and data linkage
- ❖ Understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- ❖ Administration of VET, including program administration, regulation, monitoring and evaluation
- ❖ Facilitation of statistics and research relating to education, including surveys and data linkage
- ❖ Understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.



For more information about how NCVER will handle your personal information please [visit this link to view NCVER's Privacy Policy](#).

If you would like to seek access to or correct your information, in the first instance, please contact Liift Learning.

### How DEWR handles your personal information



DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities.

For more information about how DEWR will handle your personal information please [visit this link to view DEWR's VET Privacy Notices](#).

## Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact Information

At any time, you may contact Liift Learning to:

- ❖ Request access to your personal information
- ❖ Correct your personal information
- ❖ Make a complaint about how your personal information has been handled
- ❖ Ask a question about this Privacy Notice.

## Information

Liift Learning is required by Standards for Registered Training Organisations 2015 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

- ❖ In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the TAC.
- ❖ In all other cases Liift Learning will seek the written permission of the learner for such disclosure. Liift Learning will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- ❖ You have the right to access information that Liift Learning is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Records and Quality Assurance".

## Concerns

If you have concerns about how Liift Learning 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.

Please [visit this link to view the OAIC website](#) and learn more about making a privacy complaint.

# Fees and Financial Policies

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## Fees Payable

Fees are payable when a learner has received a confirmation of enrolment.

The initial fee payment must be paid prior to commencing training or within 7 calendar days of receiving an invoice from Liift Learning.

Liift Learning may discontinue training if fees are not paid as required. For a full list of current fees and charges please contact Liift Learning.

### Payment Method

Liift Learning accepts payment for fees using:

- ❖ Credit Card
- ❖ Electronic Funds Transfer (account details available on request).

## Refunds

A learner who wishes to cancel their enrolment must give notice in writing. This may be via email or letter.

- ❖ Learners, who give notice to cancel their enrolment **14 days or more prior to the commencement** of a program, will be entitled to a full refund of fees paid.
- ❖ Learners who give notice to cancel their enrolment **3 -13 days prior to the commencement** of a program will be entitled to a 75% refund of fees paid.
- ❖ Learners who cancel their enrolment **either 2 days prior or after a training program has commenced** will not be entitled to a refund of fees. This includes accessing your online learning platform and commencing online assessments.

- ❖ Any rescheduling of face to face assessments will incur a transfer fee of \$25.
- ❖ Non-attendance of the face to face assessment will incur an administration fee of 25% of the course fee.
- ❖ An exception to this policy is where Liift Learning fails to fulfil its service agreement and fees are refunded under our guarantee to clients.
- ❖ Discretion may be exercised by Liift Learning in all situations, if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training course.



No refund will be granted to a learner whose enrolment is terminated for failure to comply with Liift Learning policies and procedures.

Learners who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.

**Liift Learning reserves the right to:**

- ❖ Cancel a course if intake numbers are insufficient.
  - In the unlikely event that Liift Learning is unable to deliver a learner's course in full, a refund will be offered for all the unused course money paid to date.
  - The refund will be paid to the learner within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Liift Learning.

- ❖ Change its fees and conditions in accordance with the Changes to Terms and Conditions policy.
  - Changes of course fees will not apply to learners who have paid and or have already commenced their course.
  - If a learner believes that these changes are unreasonable, they have the right to access Liift Learning's complaints and appeals processes and to also take further action under Australia's consumer protection laws.
- ❖ Deny a learner access to Liift Learning's premises and to withdraw its other services if their conduct disrupts the delivery of training and assessment.

## **Transfers**

Requests for transfers to alternate courses can be arranged if Liift Learning is advised in writing more than 10 calendar days prior to the course commencement date and there is availability on the selected course.

## **Our Guarantee to Clients**

If Liift Learning cancels or ceases to provide training, Liift Learning must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the learner and which can be issued in a Statement of Attainment at the time the service is ceased.



## Changes to Terms and Conditions

Liift Learning reserves the right to amend the terms and conditions of the learner's enrolment at any time.

- ❖ If changes are made that effect the learner's enrolment, the learner will be informed 28 calendar days prior to changes taking effect.
- ❖ Learners are provided this advance notice to submit an appeal from the date they were informed of the decision.
- ❖ Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## Protection under Australian Consumer Law

As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws.

These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please [visit this link to view the Australian Consumer Law website](#).

## Statutory Cooling Off Period

- ❖ The Standards for Registered Training Organisations require Liift Learning to inform persons considering enrolment of their right to a statutory cooling off period.
- ❖ A statutory cooling off period (which is **10 business days**) is a period provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing.

- ❖ A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 calendar days of having received a sale contract without penalty.



It must be noted that Liift Learning do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a course. For refund option in other circumstances, refer to the section title "Fees and Financial Policies".

## Records and Quality Assurance

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### Accessing your Records

You are entitled to have access to your records. These records include your:

- ❖ Learner file
- ❖ Learning and assessment record
- ❖ Administrative records
- ❖ AQF certificates including a reissuance of a Statement of Attainment or Qualification which has been previously issued.

### Continuous Improvement

Liift Learning is committed to the continuous improvement of our training and assessment services, learner services and management systems.

Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Learners are encouraged to provide feedback to Liift Learning so we can improve our services in the future.

## Learner Satisfaction Survey

At the completion of your training course, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training.

Your completion and return of this survey is important to Liift Learning for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Assessment and Qualifications

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### Assessment

Liift Learning assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

#### Written Questions

The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.

#### Case Study Scenario Response

The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

## **Workplace Reflections**

The learner is required to undertake research and reflect on tasks and activities completed within their own workplace reporting on the application and integration of unit skill and/or knowledge requirements within a variety of contexts and environments.

## **Workplace Logbook**

The learner is required to record details of their work activity completed during work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

## **Supervisor Feedback**

The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance. This is undertaken as an interview and can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

## **Workplace Observation**

The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

## Re-Assessment

- ❖ Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training.
- ❖ These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.
- ❖ It is the policy of Liift Learning to provide an **additional two opportunities** for re-assessment after the initial attempt at no extra cost to the learner or employer.
- ❖ Learners who require additional training and re-assessment after they have exhausted their additional two opportunities will be required to pay a fee. Please refer to the current fee schedule to identify the re-assessment fee.
- ❖ Learner's requiring additional learning support are to be brought to the attention of Liift Learning management so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment.
- ❖ Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

### Issuing Qualifications and Statements of Attainment

Liift Learning will issue all AQF certification documentation (Qualifications or Statements of Attainment) to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training course in which the learner is enrolled is complete.

Please note however that Liift Learning is obliged to issue a certificate to a completed learner if:

- ❖ All agreed fees the learner owes to Liift Learning have been paid.
- ❖ The learner has provided a valid Unique Student Identifier.

**Learners should be aware that a:**

- ❖ **Qualification** is the result of a learner achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course.
  - A qualification is a formal certification that a learner has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results.
  - A testamur is the official certification document that confirms that a qualification has been awarded to an individual.
- ❖ **Statement of Attainment** is issued when the learner has achieved one or more units of competency as a result of completing a course which included units of competency only or where the learner achieved one or more units of competency as part of an enrolment in a qualification-based course, but the learner did not achieve all of the units of competency to receive the full qualification.

# Learner Support Services

During your enrolment, Liift Learning will engage with you to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment.



It is important to advise of any support services you may need to fully participate in your study. You may be asked questions about your support needs or your "individual needs". This enables us to organise the appropriate support services.

Make sure you take the most of this opportunity and let us know if you need support.

## What support is available?

Liift Learning will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- ❖ Language, Literacy and Numeracy Support
- ❖ Referral to appropriate support agencies
- ❖ Disability Access.

If you need support during your course, please approach and inform your trainer and you will be connected with the best person who can assist you.

If the matter is sensitive and you do not feel comfortable discussing it with you trainer, please contact the Liift Learning office and advise that you would like to meet with the Operations Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course.

## Contact Information



### Address

53 Burswood Road  
Burswood, WA, 6100



### Phone

1800 874 888



### Email

[support@liift.org.au](mailto:support@liift.org.au)

## Language, Literacy and Numeracy

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

### To support this, Liift Learning will:

- ❖ Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- ❖ Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- ❖ Provide clear information to learners about the details of the language, literacy and numeracy assistance available.
- ❖ Refer learners to external language, literacy and numeracy support services that are beyond the support available within Liift Learning and where this level of support is assessed as necessary.
- ❖ Negotiate an extension of time to complete training courses if necessary.



# Complaints and Appeals

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Liift Learning is committed to providing a fair and transparent complaints and appeals process and committed to dealing with any concerns promptly.

## Complaints and Appeals Process

The learner should raise their concern in the first instance with the trainer/assessor and/or Operations Manager.

1. All complaints and appeals are required to be submitted in writing to the Operations Manager via the:

- ❖ Complaint form
- ❖ Request for an appeal form.

These are available on request.

2. Via the following contact details:

### Abby Peterson, Operations Manager



Phone

0490 323 624



Email

[a\\_petersen@liift.org.au](mailto:a_petersen@liift.org.au)

If you have any questions, please contact us on **1800 874 888**.

## Appeals

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

Issues that arise during training and assessment should be resolved at the time they occur between the persons involved, where possible.

Should this not be possible, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.



Appeals must be submitted to Liift Learning within **28 calendar days** of the assessment decision or finding being informed to the learner.

## Complaint and Appeals Handling

Liift Learning applies the following principles to its complaints and appeals handling:

- ❖ A person who makes a complaint or an appeal will be provided a written acknowledgement within 2 business days from the time the complaint or the appeal is received.
- ❖ Liift Learning will inform the person that they will receive a written response within 14 calendar days and explain the complaint/appeal handling process and the persons rights and obligations.

## Course Withdrawals

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There are circumstances where a learner may finalise their enrolment early for personal reasons. Where this is the case, the learner is required to request this in writing to the Operations Manager.

This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Where the enrolment is being deferred or terminated, learners will be issued a Statement of Attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency.

The CEO will review these applications and where possible, interview the learner to understand their circumstances. Learners are to be informed of this decision in writing.

## Non-Contactable Learners

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Where a learner is not contactable or fails to respond to requests by Liift Learning, the learner's enrolment **may be terminated** in absentia.

- ❖ This action may only be taken where Liift Learning has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course.

- ❖ Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal.
- ❖ Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- ❖ A minimum of 3 attempts must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- ❖ Where the learner fails to respond, the learner's enrolment is to be terminated, and the learner's record within the learner management system is to be updated with the outcome of "withdrawn" entered against each unit of competency that has not been completed at the time.
- ❖ Any final AQF certificate to which the learner is entitled is to be sent via registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- ❖ The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Operations Manager if the learner makes contact.

# Academic Integrity and Recognition

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## Plagiarism and Cheating



All assessments must be your own work. Material or content from another source must be referenced as a third-party source. The use of another learners work and submitted as your own will not be tolerated.

If your work is identified as plagiarised or another learners work by your trainer the manager will be advised and determine the authenticity of your work which could result in a verbal and written warning and removal from the course

## Recognition of Prior Learning (RPL)

In accordance with the requirements of the Standards for Registered Training Organisations, Liift Learning provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is Recognition?

- ❖ Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system.
- ❖ Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.
- ❖ By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.

- ❖ This has benefits for the individual and industry. Most importantly, it should be noted that recognition is another form of assessment.

## Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

- ❖ Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- ❖ Learners may not apply for recognition for units of competence or a qualification which are not included in Liift Learning scope of registration.
- ❖ Learners are required to apply before commencing a training course. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- ❖ Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- ❖ Recognition may only be awarded for whole units of competence.

## Forms of Evidence

- ❖ Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.
- ❖ Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using.

- ❖ It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.
- ❖ By providing the evidence of skills, knowledge and experience a learner can gain credit towards all or part of a relevant qualification. Forms of evidence may include: a portfolio of evidence, third party reports, oral questioning, practical tasks.
- ❖ Should you consider RPL, please contact the Operations Manager for further information.
- ❖ Liift Learning reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

## Credit Transfer

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs.

Credit transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

## Evidence Requirements

- ❖ If you are seeking credit transfer, you are required to present your Statement of Attainment or Qualification with a record of results for review and validation by Liift Learning.
- ❖ These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the Statement of Attainment or Qualification is authentic, is yours, and that it has been issued by an Australian RTO.

- ❖ Statements of Attainment or Qualifications should be in the correct format as outlined in the AQF. You are required to submit copies only which are certified as a true copy of the original.

## Credit Transfer Guidelines

The following guidelines are to be followed in relation to credit transfer:

- ❖ Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- ❖ Learners may not apply for credit transfer for units of competence or qualification which are not included in Liift Learning scope of registration.
- ❖ Learners are required to apply before commencing a training course. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- ❖ The learner does not incur any fees for credit transfer and Liift Learning does not receive any funding when credit transfer is granted.
- ❖ Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.



# Legislative and Regulatory Responsibilities

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Liift Learning is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- ❖ Standards for Registered Training Organisations (RTOs) 2015
- ❖ National Vocational Education and Training Regulator Act 2011.

Liift Learning is committed to following the provisions in the VET Quality Framework:

- ❖ Standards for Registered Training Organisations (RTOs) 2015
- ❖ Financial Viability Risk Assessment Requirements 2021
- ❖ Data Provision Requirements 2020
- ❖ Australian Qualifications Framework.

Liift Learning is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements.

The following legislation is a list of the Acts that Liift Learning has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Liift Learning and will generally apply to your day-to-day work and training.

- ❖ Vocational Education and Training Act 1996
- ❖ Age Discrimination Act 2004
- ❖ Racial Discrimination Act 1975
- ❖ Copyright Act 1968
- ❖ Privacy Act 1988
- ❖ Fair Work Act 2009
- ❖ Sex Discrimination Act 1984
- ❖ Disability Discrimination Act 1992
- ❖ Work Health and Safety Act 2011

Please [visit this link to view the Federal Register of Legislation](#).