Learning Dimensions Network
What we do works

PRE-ENROLMENT INFORMATION HANDBOOK ACCREDITED PROGRAMS

Nationally Recognised Training Programs

Learning Dimensions Network
What we do works (RTO No. 122052)

Safety Dimensions
Keeping people safe

Leadership Dimensions
Creating great leaders

Workplace Dimensions
Helping you grow

Contents

2

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

Learning Dimensions Network Pty Ltd as a Registered Training Organisation (RTO)

In Australia, vocational education and training, including the work of RTOs, is regulated by two sets of national standards:

1. The Australian Quality Training Framework (AQTF)
2. The legislative instruments established under the Standards for RTOs 2015.

The Australian Quality Training Framework (AQTF) is a set of nationally agreed quality assurance arrangement for accredited training and assessment services delivered by Australian training organisations. A Registered Training Organisation (RTO) is a training organisation accredited by a Government registering body in accordance with the AQTF Essential Conditions and Standards for Continuing Registration.

Learning Dimensions Network Pty Ltd is approved as Registered Training Organisation through the Australian Skills Quality Authority (ASQA) who manage the registration of multi-jurisdiction RTOs. This means LDN is also bound by the Standards for RTOs 2015. See the following pages for course structures of the qualifications we are currently delivering.

Only Australian citizens, New Zealand citizens, eligible residents or for visa holders who have study permits in Australia and offshore clients may enrol in nationally recognised courses delivered by LDN.

Benefits of Undertaking Nationally Recognised Training

Some of the benefits of undertaking nationally recognised training are:

» Quality of training and assessment are assured through compliance with the AQTF standards

» You attain a nationally accredited qualification

» You develop competency, knowledge and skills that are recognised throughout Australia

As an RTO, LDN provides the following:

» Training and assessment of high quality and that is relevant to the work you do

» Inclusive and flexible learning methods

» Skills for now and the future

The Purpose of this Pre-Enrolment Handbook

The purpose of this document is to provide you with information about:

» Learning Dimensions Network Pty Ltd (LDN) as a Registered Training Organisation (RTO)

» Policies and procedures relevant to your enrolment into accredited training programs run by LDN

» Your (and our) rights and responsibilities

Before you enrol in a nationally accredited training program delivered by LDN, please read and ensure you understand the information provided. Please contact our RTO office if you have any questions.

Contact details

Frances Hou, RTO Manager

Learning Dimensions Network Pty Ltd (RTO No. 122052) trading as: Safety Dimensions, Workplace Dimensions and Leadership Dimensions

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Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

3

10604NAT Certificate IV in Safety Leadership (WHS) – Construction

(Current qualification)

The course was designed for workplace leaders to create and maintain a safety culture and a new way forward by introducing a more stringent standard of WHS competency and compliance. The qualification contents cover many of the desired standards in "The Cooperative Research Centre (CRC) for Construction Innovation – Safety Management Tasks". The CRC for Construction Innovation developed key technologies, tools and management systems to improve the effectiveness of the construction industry and its research has become the benchmark of what many players in the construction industry deem to be 'Effective Safety Leadership'. To attain the 10604NAT Certificate IV in Safety Leadership (WHS) – Construction, each learner must be deemed competent in 12 units of competency (8 core and 4 elective).

Unit Code	Unit(s) of Competency	Core/ Elective	Prerequisite	Nominal Hours
MSMSUP280	Manage conflict at work	Core	Nil	20
BSBLDR402	Lead effective workplace relationships	Core	Nil	50
BSBLDR403	Lead team effectiveness	Core	Nil	50
CPCCBC4002A	Manage occupational health and safety in the building and construction workplace	Core	Nil	40
SLCSRL401	Establish effective Positive Safety Culture programs	Core	Nil	40
SLCSRL402	Implement construction industry work health and safety legislation	Core	Nil	20
SLCOBI404	Perform work health and safety observations and inspections	Core	Nil	40
SLCPII403	Participate in incident investigations	Core	Nil	40
BSBWHS403	Contribute to implementing and maintaining WHS consultation and participation processes	Elective	Nil	40
BSBWHS404	Contribute to WHS hazard identification, risk assessment and risk control	Elective	Nil	60
SLCSCM406	Implement and monitor subcontractor work health and safety requirements	Elective	Nil	40
SLCAUD407	Conduct work health and safety system, element and compliance audits	Elective	Nil	40

* LDN only delivers selected units of competency under this qualification to its corporate clients.

BSB42015 Certificate IV in Leadership and Management

(*Superseded by, yet equivalent to BSB40520 Certificate IV in Leadership and Management. This statement means the qualification is still recognised however has been upgraded and we are in a teach out period. Teach out periods are granted to allow learners to complete the qualification even if enrolled during a teach out period.)

Designed for emerging leaders, this course teaches participants how to provide leadership and guidance to others in the workplace and to manage effective, motivated, high performing teams in all types of organisations and industries. Participants will learn how to communicate effectively as a leader and build relationships, set priorities, implement operational plans and continuous improvement.

To attain the BSB42015 Certificate IV in Leadership and Management, each learner must be deemed competent in 12 units of competency (4 core and 8 elective).

Unit Code	Unit Title	Core/ Elective	Prerequisite	Nominal Hours
BSBLDR401	Communicate effectively as a workplace leader	Core	Nil	40
BSBLDR402	Lead effective workplace relationships	Core	Nil	50
BSBLDR403	Lead team effectiveness	Core	Nil	50
BSBMGT402	Implement operational plan	Core	Nil	40
BSBMGT403	Implement continuous improvement	Elective	Nil	40
BSBREL402	Build client relationships and business networks	Elective	Nil	50
BSBCUS402	Address customer needs	Elective	Nil	50
BSBWOR404	Develop work priorities	Elective	Nil	40
BSBPMG522	Undertake project work	Elective	Nil	60
BSBCRT401	Articulate, present and debate ideas	Elective	Nil	40
BSBLED401	Develop teams and individuals	Elective	Nil	50
BSBRSK401	Identify risk and apply risk management processes	Elective	Nil	50

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

5

Course Structures

BSB41415 Certificate IV in Work Health and Safety

(*Superseded by and equivalent to BSB41419 Certificate IV in Work Health and Safety. This statement means the qualification is still recognised however has been upgraded and we are in a teach out period. Teach out periods are granted to allow learners to complete the qualification even if enrolled during a teach out period.)

This qualification would suit a Workplace Health and Safety officer in a full-time dedicated role who works under the supervision of a WHS Coordinator or WHS Manager. The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

To attain the BSB41415 Certificate IV in Work Health and Safety, each learner must be deemed competent in 10 units of competency (5 core and 5 elective).

Unit Code	Unit Title	Core/ Elective	Prerequisite	Nominal Hours
BSBWHS402	Assist with compliance with WHS laws	Core	Nil	30
BSBWHS403	Contribute to implementing and maintaining WHS consultation and participation processes	Core	Nil	30
BSBWHS404	Contribute to WHS hazard identification, risk assessment and risk control	Core	Nil	30
BSBWHS405	Contribute to implementing and maintaining WHS management systems	Core	Nil	30
BSBWHS406	Assist with responding to incidents	Core	Nil	30
BSBCMM401	Make a presentation	Elective	Nil	20
BSBINN301	Promote innovation in a team environment	Elective	Nil	40
BSBMGT401	Show leadership in the workplace	Elective	Nil	50
BSBWHS408	Assist with effective WHS management of contractors	Elective	Nil	30
BSBWHS409	Assist with workplace monitoring processes	Elective	Nil	30

BSB41419 Certificate IV in Work Health and Safety

(Current qualification)

This qualification would suit a Workplace Health and Safety officer in a full-time dedicated role who works under the supervision of a WHS Coordinator or WHS Manager. The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

To attain the BSB41419 Certificate IV in Work Health and Safety, each learner must be deemed competent in 10 units of competency (5 core and 5 elective).

Unit Code	Unit Title	Core/ Elective	Prerequisite	Nominal Hours
BSBWHS412	Assist with workplacecompliance with WHS laws	Core	Nil	30
BSBWHS413	Contribute to implementation and maintenance of WHS consultation and participation processes	Core	Nil	30
BSBWHS414	Contribute to WHS risk management	Core	Nil	30
BSBWHS415	Contribute to implementing WHS management systems	Core	Nil	30
BSBWHS416	Contribute to workplace incident response	Core	Nil	30
BSBLDR401	Communicate effectively as a workplace leader	Elective	Nil	20
BSBMGT403	Implement continuous improvement	Elective	Nil	40
BSBWHS417	Assist with managing WHS implications of return to work	Elective	Nil	50
BSBWHS418	Assist in managing WHS compliance of contractors	Elective	Nil	30
BSBWHS419	Contribute to implementing WHS monitoring processes	Elective	Nil	30

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

7

Course Structures

BSB51315 Diploma of Work Health and Safety

(*Superseded by and equivalent to BSB51319 Diploma of Work Health and Safety. This statement means the qualification is still recognised however has been upgraded and we are in a teach out period. Teach out periods are granted to allow learners to complete the qualification even if enrolled during a teach out period.)

This qualification is suitable for people who coordinate and maintain the work health and safety (WHS) program in an organisation. It reflects the role of practitioners who apply a substantial knowledge base and well-developed skills in a wide variety of WHS contexts.

There are entry requirements for enrolment in this qualification.

Learners must be competent in the core units in BSB41415 Certificate IV in Work Health and Safety or their equivalents:

» BSBWHS402 Assist with compliance with WHS laws
» BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes
» BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control
» BSBWHS405 Contribute to implementing and maintaining WHS management systems
» BSBWHS406 Assist with responding to incidents

To attain BSB51315 Diploma of Work Health and Safety, a learner must be deemed competent in 5 core units and 4 elective units:

Unit Code	Unit Title	Core/Elective	Prerequisite	Nominal Hrs
BSBWHS502	Manage effective WHS consultation and participation processes	Core	Nil	40
BSBWHS503	Contribute to the systematic management of WHS risk	Core	Nil	40
BSBWHS504	Manage WHS risks	Core	Nil	40
BSBWHS505	Investigate WHS incidents	Core	Nil	40
BSBWHS506	Contribute to developing, implementing and maintaining WHS management systems	Core	Nil	50
BSBWHS410	Contribute to work-related health and safety measures and initiatives	Elective	Nil	40
BSBWHS507	Contribute to managing WHS information systems	Elective	Nil	50
BSBWHS509	Facilitate the development and use of WHS risk management tools	Elective	Nil	40
BSBMGT405	Provide personal leadership	Elective	Nil	50

Standalone Units

RTO's can offer unit/s that is a core unit of competency or a named elective unit of competency within the packaging rules of the qualification, on its scope of registration.

LDN currently offers the below standalone units.

Unit code	Unit name	Nominal hours	Status
BSBADM409	Coordinate business resources	30	Superseded yet equivalent to BSBOPS401 Coordinate business resources
BSBLDR401	Communicate effectively as a workplace leader	40	Superseded yet equivalent to BSBLDR412 Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationship	50	Superseded yet equivalent to BSBLDR413 Lead effective workplace relationships
BSBLDR403	Lead team effectiveness	50	Superseded yet equivalent to BSBLDR414 Lead team effectiveness
BSBWHS414	Contribute to WHS risk management	30	Current

Where superseded is listed, this means the unit of competency is still recognised however has been upgraded and we are in a teach out period. Teach out periods are granted to allow learners to complete the unit even if enrolled during a teach out period.

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

9

Our Policies and Procedures to Service You Better

Competency of Facilitators and Assessors

Training and Assessment

LDN is responsible for the quality of the training and assessment in compliance with Standards for Registered Training Organisations RTOs 2015.

LDN has a rigorous process for onboarding and inducting staff, inclusive of Trainers and Assessors. Trainers and Assessors must hold appropriate qualifications and competencies relevant to the accredited training we are delivering plus have depth of industry knowledge to enable them to deliver and assess a quality outcome.

As a minimum, all Trainers and Assessors must hold the following qualifications:

» TAE40116 Certificate IV in Training and Assessment or,

» TAE40110 Certificate IV in Training and Assessment plus TAEASS502 Design, develop material tools and LLN411 Address adult language literacy and numeracy skills or,

» Diploma of higher qualification in adult education, inclusive of units in assessment.

In addition, they must demonstrate:

» Vocational competencies at least to the level being delivered

» Current relevant industry skills

» Current knowledge and skills in VET

» Ongoing professional development in VET and industry

Access, Equity and Anti-discrimination

LDN will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of LDN. LDN will make reasonable adjustments to training and assessment strategy, and services to assist people with special learning needs, or those facing particular difficulties so that they receive the best possible help in achieving the competency outcomes.

Although LDN will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct we will not enrol a Learner if it becomes clear that it would

be impossible for the Learner to successfully complete the course. In those circumstances, LDN will assist the learner in choosing a suitable alternative to ensure that the training needs are met. If it becomes apparent that the Learner will not be able to successfully complete the course due to a special learning need after the Learner has commenced the course, LDN will provide a refund of the paid fees less any costs incurred.

Legislation

LDN comply with Commonwealth and states/territory legislative and regulatory requirements that govern the delivery of accredited training programs including (but not limited to);

» National Vocational Education and

» Training Regulator Act 2011;

» VET Quality Framework;

» Work Health and Safety Act 2011;

» Privacy Act 1988;

» Copyright Act 1968;

» Anti-Discrimination Laws;

» Child Safe Standards; and

» FairWork Act 2009.

LDN operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into LDN policies and procedures.

Fees and Charges

For Learners enrolling directly, fees are requested at the time of enrolment and payment must be paid in full before attending the program.

For Learners enrolled as part of a corporate training schedule, a contract is signed between LDN and the Learner's employer regarding payment fees and terms.

If receiving industry funding, Learners are asked to provide a fully refundable deposit which is returned upon issuing of the Certificate. Should the Learner fail to complete all training and assessment requirements, the deposit is forfeited.

Additional fees may be charged for the following services:

» Recognition of Prior Learning (RPL)

» External counselling or support services.

10

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

Refund policy

How and when refunds are processed for Learners enrolling directly with LDN:

» If a Learner cannot attend the program where LDN cancels the training, a full refund is provided

» If a Learner cannot attend the program due to a medical emergency, a partial refund is applicable

» If a Learner cannot attend the program for any other reason including availability or changing their mind refunds are not appliable

» To request a refund, email RTO@LDN.com.au

» Refunds are processed by LDN by the same method as the funds are received. The Learner will receive an email notification or remittance once this has occurred.

Industry Funded Learners Only

Please see the separate section entitled 'Industry Funded Learners' at the end of this handbook for additional information related to your enrolment.

National Recognition

Learning Dimensions Network Pty Ltd will at all times abide by the national recognition formed between all states/territories of Australia. Learning Dimensions Network Pty Ltd will recognise all nationally accredited qualifications or Statements of Attainment through the provision of verified certification showing all requirements as detailed within the Australian Qualifications Framework.

Recognition of Prior Learning (RPL) and Credit Transfer

RPL is the recognition of learning or competencies that have been achieved through work, life experiences or other non-formal process – towards the relevant learning outcomes of an accredited training program. Learners may be granted recognition for prior learning or experience in the same skills/competency stipulated for the units of competency they are enrolled in.

RPL consists of providing LDN with various forms of evidence that is no more than 24 months old, to demonstrate prior learning for each performance criteria, knowledge evidence and performance evidence area listed in each unit of competency,

If you wish to apply for RPL email your request to RTO@LDN.com.au. Upon receipt you will be provided with an RPL kit and information on associated fees.

Upon receipt of a completed RPL kit (inclusive of copies of your resume, qualifications, current job description) LDN will forward an invoice. Upon payment we schedule an Assessor undertake a full assessment and provide a gap analysis should more evidence be required.   Upon completion, LDN emails the assessment outcome and issues a certificate or statement of attainment based on the result.

You must submit all requested evidence at least 21 days prior to your scheduled program.

Credit transfer allows learners to count relevant, successfully completed studies – achieved at TAFE institutes, RTOs, accredited private providers, professional organisations or enterprises and universities – towards their current course or qualifications. Learners must provide evidence that they have previously completed the relevant units. Credit transfer works in 2 ways:

» Learners receive credit for units they have previously completed and are exempt from retaking them, therefore reducing the study load.

» Learners are exempt from certain introductory units but are still required to complete the total credit points or hours for the course.

If you wish to apply for credit transfer email your request to RTO@LDN.com.au. Credit transfer requests, inclusive of copies of your Certificate, Statement of Attainment or USI transcript, must be received no closer than one week prior to attendance on day one of a scheduled program.

Upon receipt, LDN will verify your documentation with the issuing body and notify you of the outcome.

Note:

» Credit transfers rely on the response of third-party providers so timings cannot be guaranteed.

» Clustered delivery where assessment is holistic, if learner is provided a credit transfer – they will still need to attend the full program.

» Funded programs, under cluster delivery format, should a learner be granted credit transfer for one or more units, may affect the level of appliable funding.

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

11

Policies and Procedures

Enrolment

It is important to determine if LDN's training program matches the Learner's training needs. Given this, LDN undertakes the following process prior to acceptance of enrolment:

» If enrolling directly with LDN discusses the learning outcomes of the program so Learners can make an informed decision to enrol or not.

» If enrolling via their employer, this conversation occurs with the Learner's employer prior to providing you with the enrolment link.

As an RTO, LDN conducts language, literacy and numeracy assessment and offers support (where possible) to those who need it.

Given this, the enrolment form has several questions to support LDN completing an LLN assessment including asking the Learner directly if they would like support and if so, in which areas. Ways we complete our process include reviewing data received inclusive of:

» Previous qualifications

» Job title and length of employment.

» Answers to a series of questions demonstrating reading, writing and learning skills.

If support needs are identified, LDN will contact the Learner to discuss options. Should additional fees be involved for LLN support, this will be discussed with the Learner, or with their permission, the organisation sponsoring their attendance, prior to finalising the enrolment.

Trainers and Assessors are advised when LLN issues are identified to enable them to implement the agreed support and monitor progression throughout the program.

In consultation with the Learner and with respect towards privacy and confidentiality, support can be provided as soon as possible during training. Support is also available outside the classroom at any time during the enrolment process with LDN.

Inform and Support

LDN will notify Learners, via email, when any change occurs that may affect the services LDN are providing. This includes:

» a change in ownership of the RTO, and/or

» any changes to,

» or new third party arrangements LDN puts in place, for the delivery of services to those learners.

Assessment Strategy and Evidence of Competency

Assessments are conducted in a fair, reliable, valid and flexible manner to ensure learners can achieve competency in a reasonable timeframe. Evidence of competency must be authentic, sufficient, valid and current. LDN deems currency of assessments within 12 months of the last training day, therefore LDN won't accept any assessments submitted more than 12 months after the last day of the training.

At the start of each training program, LDN provides learners with assessment guidelines so that learners are aware of what they need to demonstrate to be deemed competent. A mix of assessment methods will be used; these may include:

» Observations by the Facilitator/s (in the classroom and/or the workplace)

» Knowledge questions

» Practical activities

» Workplace tasks/assignments that require supervisor/manager's validation

Issuing of an AQF Qualification

AQF certification documenation will only be issued to learners who have been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited cousre.

Certificates and Statements of Attainment are issued to learners within 30 calendar days of assessment being completed, provided all agreed fees the Learner owes have been paid.

Certificates and Statement of Attainment will be issued to learners via email, the hard copy of the Certificates and Statement of Attainment can be printed and mailed upon Learner's written request.

Records of Certificate and Statment of Attainment will be retained for 30 years in a compliant learner management system accessible to current and past learners.

Disciplinary Procedures

LDN adheres to the principles of adult learning. The learning environment is maintained without interference or disturbance from others and encourages learners to respect and protect the rights of others. Learners will uphold the standards of LDN when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to good order and discipline. The following forms of misconduct will not be accepted and disciplinary actions apply:

» Wilful damage or removal of property

» Cheating, attempting to cheat or assisting any other learner to cheat by any means, including plagiarism (copying someone else's work and claiming it to be your own) – proven plagiarism will result in a reassessment by which the learners involved will be required to resubmit their assessments with written validation of authenticity by their supervisor/manager

» Negligent or disorderly conduct towards a staff member or fellow learner, including assault or har4ssment (verbal or physical)

» Being under the influence of alcohol or drugs

» Smoking in the building

» Bullying, racism, victimisation or any form of discrimination or harassment

» Consistently late in attending classes

Complaints/Appeals

LDN has a documented process for lodging a formal complaint/appeal if such a situation arises. A complaint/appeal is any expression of dissatisfaction reported by a learner. This can be service related e.g. communications with administrative staff, training, assessment, safety or purely dissatisfaction regarding LDN or a staff member in general. Please contact our office on the contact details provided in this handbook to lodge a complaint/appeal in writing.

All complaints and appeals must be lodged in writing to RTO@LDN.com.au. Learners must provide as much detail as possible including: dates, times, loctions, program details, details of the complaint.

Within one workday of receipt, LDN's RTO Manager or General Manager of HR and Operations will acknowledge receipt and outline the investigation and appeals process in writing and commence an investigation.

Learners may be contacted by phone. At all stages of the process we will consult with the Learner and document discussions in writing. LDN will ensure that as promptly and fairly as possible, the Learner making the complaint/appeal is satisfied with the remedial action.

The Learner will receive a written statement of the outcomes/decisions, including reasons for the decision, within 30 days of lodging the complaint. Should an extension of up to an additional 30 days be required, the reasons for this extension will be outlined to the Learner.

Should a Learner wish to appeal an assessment result or other decision made as a result of the initial complaint, this must be received in writing including the grounds for appeal to RTO@LDN.com.au within 30 days of the decision being communicated.

LDN's appeal process includes the CEO reviewing the complaint, investigation, decision and grounds for appeal. A decision is provided to the learner within 30 days of the appeal being received.

Quality Control

LDN collect feedback from employers, learners, Facilitators/Assessors and other staff members on a systematic and regular basis. We are committed to continuous improvement, seeking to enhance our services the best we can to meet collective expectations.

Learner Records

In the front of each assessment book Learners have the option to request their assessment be returned after LDN has retained it for six months from the date they are deemed competent, or longer if required by federal, state or industry funding bodies. All requested assessment material will be returned or destroyed after the timeframe passes.

Gaining Access to Your Records

It is important that Learners keep a copy of their assessment documentation before sending the original documents to LDN. Learners can access their own records at any time by sending LDN a written request. However, please keep in mind that records that have been securely archived may take longer to access. With regard to access to records by other people, please read the important paragraphs below on privacy and confidentiality.

Privacy and Confidentiality

LDN follows strict confidentiality policies. In the event that a Learner discloses any information about a particular situation he/she might be facing we do not discuss or disclose this information to others without the Learner's consent.

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

13

Under the Data Provision Requirements 2012, LDN is required to collect personal information about learners and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained on this enrolment form and their training activity data) may be used or disclosed by LDN for statistical, regulatory and research purposes. By agreeing to enrol with LDN, learners consent to LDN disclosing their personal information for these purposes to third parties, including:

» School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;

» Employer – if you are enrolled in training paid by your employer;

» Commonwealth and State or Territory government departments and authorised agencies;

» NCVER;

» Organisations conducting learner surveys; and

» Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts; facilitating statistics and research relating to education, including surveys; understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

Learners may receive an NCVER learner survey which may be administered by an NCVER employee, agent or third party contractor. Learners may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Online security

LDN follows strict privacy and confidentiality policies in respect of online learning activities including implementing regular security updates in line with accepted encryption protocols, ensuring Learner information is not shared before, during and after a program without the Learner's consent, seeking approval from Learner before undertaking video activities and securely storing video evidence.

Frequently Asked Questions

"Where do the courses being offered by LDN sit within the Australian Qualifications Framework (AQF)?"

The nationally accredited courses being offered by LDN are part of the Vocational Education and Training (VET) sector within the AQF, as shown in the table below.

AQF Qualification by Sector of Accreditation

Schools	Vocational Training and Education	Higher Education
		Doctoral Degree
		Masters Degree
	Vocational Graduate Diploma	Graduate Diploma
	Vocational Graduate Certificate	Graduate Certificate
		Bachelor Degree
	Advanced Diploma	Associate Degree or Advanced Diploma
	Diploma	Diploma
	Certificate IV	
Senior Secondary Certificate of Education	Certificate III	
	Certificate II	
	Certificate I	

14

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

"How can I get the most out of my training?"

» Prepare for each training session and actively participate in all scheduled activities

» Complete all training and assessment requirements including classroom activities and workplace tasks

» Access the learner support services made available to you during the classroom session and while completing the assessment at the workplace

» Participate in evaluation activities and offer constructive feedback regarding the course

» Expect that LDN Facilitators/Assessors and other staff members will treat you with respect

» Treat staff members of LDN and your fellow learners with courtesy

» Talk to your Facilitator or call our office if you experience any difficulties and we will rectify these for you

"What does competency mean?"

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry-approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages or accredited course curricula consist of units of competency covering a wide range of topics, for example WHS, technical skills, communications, quality control and many other aspects of a vocation/job.

"How long does it take for me to receive my Statement of Attainment or Certificate?"

We will issue your Statement of Attainment or Certificate within 30 days after you are deemed competent. We sign off on your competency after we have adequate evidence such as satisfactory completion of all assessment tasks and receipt of the required supporting documentation. After you submit to us the completed assessments and supporting evidence, we will email you an acknowledgement of receipt or request further information.

"What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?"

We keep your assessment documentation in our secure storage for 6 months from the date you are deemed competent. Please make copies of your documents before sending them to us, as we will not return the original documentation to you after marking is completed.

"What happens if I am deemed 'Not Yet Competent'?"

LDN provide end-to-end learning and assessment support to learners. After 3 coaching and reassessment attempts, if a learner is still unable to demonstrate competency, we may recommend that the learner resit in the program.

"What is the difference between a Statement of Attainment and a Certificate?"

A Statement of Attainment is evidence that a learner has met the requirements of 1 or some unit(s) of competency which form(s) part of a qualification. A Certificate is issued when a learner has been deemed competent in all units that make up a full qualification. For further information about accredited training programs by LDN, please contact us.

"How long do I have to submit my assessment after I attend the program?"

Learners will be advised of the deadline for submitting your assessment during the program. Extensions may be granted under special circumstances. LDN deems currency of assessments within 12 months of the last training day, therefore LDN won't accept any assessments submitted more than 12 months after the last day of the training.

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

15

Learner Information for the Unique Student Identifier (USI)

All learners undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives Learners access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

In time the USI account will contain all of a learner's nationally recognised training records and results from 1 January 2015 onwards. A Learner's results from 2015 will be available in their USI account in 2016. When applying for a job or enrolling in further study, Learners will often need to provide their training records and results. One of the main benefits of the USI is that Learners will have easy access to their training records and results throughout their life. Learners can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

During the enrolment process the Learner is requested to provide their USI however if the Learner is unable to do so (i.e. does not have it available) they are still able to enrol. Should this happen, the RTO will contact the Learner to request they apply for the USI asap and provide this to LDN before the certificate or statement of attainment can be issued

> From 1 January 2015 a USI is necessary for issuance of Statement of Attainments or Certificates. LDN will not be able to issue any certification without a valid USI.

Who needs a USI?

Learners who need a USI include:

» learners who are enrolling in nationally recognised training for the first time;

» school students completing nationally recognised training; and

» learners continuing with nationally recognised training after 1 January 2015.

Once a learner creates their USI they will be able to:

» give their USI to each training organisation they study with;

» view and update their details in their USI account;

» give their training organisation permission to view and/or update their USI account;

» give their training organisation view access to their transcript;

» control access to their transcript; and

» view online and download their training records and results in the form of a transcript.

For international, overseas or offshore learners please visit usi.gov.au for more information.

How to get a USI

It is free and easy for learners to create their own USIs online. They simply go to https://www.usi.gov.au/system/files/documents/usi-factsheet-student-information-rto_2.pdf. Need Some Help with a USI?

Steps to create a USI

The following steps show how learners can create a USI:

Step 1

Have at least one and preferably two forms of ID ready from the list below:

» Driver's Licence

» Medicare Card

» Australian Passport

» Visa (with Non-Australian Passport) for international learners

» Birth Certificate (Australian)

» Certificate Of Registration By Descent

» Citizenship Certificate

» Immi Card

If a learner has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a learner get a USI.

Step 2

Have contact details ready (e.g. email address, or mobile number, or address).

Step 3

Visit the USI website at: usi.gov.au.

16

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

Step 4

Select the 'Create a USI' link and follow the steps.

Step 5

Agree to the Terms and Conditions.

Step 6

Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the learner's preferred method of contact.

Step 7

The learner should then write down the USI and keep it somewhere handy and safe.

IMPORTANT: To make sure all a learner's training records are together, the USI will be linked to the learner's name as it appears on the form of ID used to create the USI. The personal details entered when a learner creates a USI must match exactly with those on their form of ID.

For more information please visit: usi.gov.au

Email: usi@industry.gov.au

Phone: 1300 857 536

Note:

Information over the next two pages is only applicable if participating in a program subsidised by industry funding.

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

17

Industry Funded Learners

If in receipt of CSQ funding, your enrolment form will ask you to consent to the following information in addition to our standard areas above.

"I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the VET Data Policy Privacy Notice.

I have read and understood the USI privacy information. I acknowledge that it is my responsibility to inform Learning Dimensions Network (parent division of Workplace Dimensions, Safety Dimensions & Leadership Dimensions) of any correction or update to the details I supplied in the Course Enrolment Form. I can do this via phone toll free in Australia on 1300 453 555, or email RTO@LDN.com.au.

I have read, understood and agree to Learning Dimensions Network policies and procedures, including the RPL and the credit transfer policies described in this handbook.

I give permission for Learning Dimensions Network to contact me by email, phone or post in order to verify my citizenship or residency status and deliver learning support activities (e.g. assessment reminder letters) that can assist me in successfully completing the program I am enrolled in, and/or to inform me of any changes that may impact my training.

If applicable I authorise Learning Dimensions Network to release information on the progress of my training to my employer who funded the training and the relevant Government departments as required by law.

Under the Data Provision Requirements 2012, LDN is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by LDN for statistical, administrative, regulatory and research purposes. LDN may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

» populating authenticated VET transcripts

» facilitating statistics and research relating to education, including surveys and data linkage

» pre-populating RTO student enrolment forms

» understanding how the VET market operates, for policy, workforce planning and consumer information; and

» administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Queensland participants only will be asked to confirm the following:

☐ I understand that the training I am enrolling into may be subsidised by Construction Skills Queensland (CSQ). I give my consent to be contacted by CSQ for the purpose of (but Inot limited to) reviews, conducting Destination Surveys or products and services.

☐ I understand and agree with the terms outlined in the learner and privacy declaration.

CSQ Major Projects Funding Eligibility requirements for CPB learners

LDN has access to funding for those working on major projects in Queensland through Construction Skills Queensland. To be eligible for the funding you will need to meet the below eligibility criteria.

1. You will be asked to attach evidence to your online enrolment.

2. Are you an employee of CPB working on a project in Queensland?

Are you:

» An Australian or New Zealand citizen; or

» A permanent resident of Australia; or

» A refugee and humanitarian visa holder.

» You will be required to provide ONE of the following to verify this: - Full Birth Certificate or Birth Certificate Extract

  - Passport

  - Medicare card (green only)

  - Visa showing you hold refugee and humanitarian status.

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

19

Version	Publish date 2017 onwards	Modified by	Details of change
5	21 March 2017	Stacey Gilligan	Replacement of 22146VIC Certificate IV in Safety Leadership (OHS) – Construction with 10604NAT Certificate IV in Safety Leadership (WHS) – Construction
6	17 April 2017	Stacey Gilligan	Removal of TAE40110 Certifcate IV Training & Assessment, updated information on TAELLN411 Address Adult Language, Literacy and Numeracy Skills.
7	22 May 2018	Stacey Gilligan	Addition of National Vet Data Policy information, review of enrolment to AVETMISS 8 standards and currency all information.
8	24 January 2020	Frances Hou	Update of Learner Declaration & Privacy Notice
9	27 July 2020	Harai Clark	Addition of BSB41419 Qualification table
11	16 November 2020	Frances Hou	Revised to capture updates to RTO Policies and Procedures. Change individually branded handbooks into one LDN handbook with references to all divisions and funding sources.

Learning Dimensions Network Pty Ltd – RTO No. 122052
LDN Pre Enrolment Handbook-Rev13a – Issued on: 1 December 2020 Review Date: 1 December 2021

20