



Pre-enrolment
Handbook
Accredited programs

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PURPOSE

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

To offer accredited training, it is required by law to be registered and regulated by the Australian Skills Quality Authority (ASQA). Learning Dimensions Network Pty Ltd (LDN) is a Registered Training Organisation (RTO 122052) and received its registration in 2007.

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

1. The Australian Qualifications Framework (AQF)
2. The legislative instruments established under the 2025 Standards for Registered Training Organisations (RTOs).

The AQF is a set of nationally agreed quality assurance arrangement for accredited training and assessment services delivered by Australian training organisations.

LDN is approved as a 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 2025 Standards for RTOs.

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

About us

LDN partner with global and local organisations to improve safety performance and build leadership capability through high quality training programs and consulting. Established in 1993, Learning Dimensions Network (LDN) has evolved into one of the most reputable and trusted consulting and training companies in Australia. We deliver on our promises through our experience, flexible approach and quality solutions.

Our Values



RELIABLE

We meet, if not exceed expectations. We are a reliable partner.



AUTHENTIC

No masks. We are who we are and proud of what we achieve.



CURIOS

We stay curious so interactions, innovations and solutions are better.



UNIQUE

We lead the others and have done for 30+ years. They follow.



PRACTICAL

We make the complex simple to understand and practical to apply.



CARING

We care about each other, the work we do and the impact we have.

Our Mission

We help leaders and teams work safer, smarter, and stronger. Our training is practical and engaging, equipping participants with the skills to create lasting change in their workplace. Whether you need hands-on safety training, leadership development, or expert advice and consulting, we make it simple and effective—delivering exceptional results and a strong return on investment.

PURPOSE

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 AQF;
- you attain nationally accredited units of competency/qualifications; and
- 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; and
- skills for now and the future.

The purpose of this pre-enrolment handbook

The purpose of this document is to provide prospective learners with all the necessary information to make an informed decision about enrolling with LDN.

It provides information about LDN's services including entry requirements, course information, fees and refund policies and support services and the related policies and procedures relevant to delivering training.

It informs learners about their rights and responsibilities including:

- enrolment requirements;
- complaints and appeals;
- recognition of prior learning (RPL) options;
- access to support and reasonable adjustment; and
- disciplinary procedures.

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

Contact details

Sonja Newton RTO Manager

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

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Telephone: (03) 9510 0477
Email: RTO@LDN.com.au
Website: www.LDN.com.au

QUALIFICATIONS

BSB40520 Certificate IV in Leadership and Management

(Current qualification)

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 BSB40520 Certificate IV in Leadership and Management, each learner must be deemed competent in 12 units of competency (5 core and 7 elective).

Unit Code	Unit Title	Core/Elective	Prerequisite	Nominal hours
BSBXCM401	Apply communication strategies in the workplace	Core	Nil	50
BSBLDR412	Communicate effectively as a workplace leader	Elective	Nil	40
BSBCMM412	Lead difficult conversations	Elective	Nil	40
BSBLDR411	Demonstrate leadership in the workplace	Core	Nil	50
BSBLDR413	Lead effective workplace relationships	Core	Nil	50
BSBXTW401	Lead and facilitate a team	Core	Nil	50
BSBLDR414	Lead team effectiveness	Elective	Nil	50
BSBOPS402	Coordinate business operational plans	Core	Nil	40
BSBPMG430	Undertake project work	Elective	Nil	60
BSBCRT411	Apply critical thinking to work practices	Elective	Nil	50
BSBLDR521*	Lead the development of diverse workforces	Elective	Nil	60
BSBTWK503*	Manage Meetings	Elective	Nil	30

* To allow for customisation for individuals and organisational requirements and needs, learners may also select two (2) units from the standalone unit of competency list on page 10 of this book to replace the final two (2) electives in this list.

QUALIFICATIONS

BSB41419 Certificate IV in Work Health and Safety

(Current qualification)

This course is designed to provide managers and current and future leaders, including those in safety critical roles, with the skills and knowledge to create a safe workplace.

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 workplace compliance 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
BSBLDR412	Communicate effectively as a workplace leader	Elective	Nil	20
BSBINS401	Analyse and present research information	Elective	Nil	40
BSBCMM411	Make presentations	Elective	Nil	30
BSBWHS418	Assist in managing WHS compliance of contractors	Elective	Nil	30
BSBWHS419	Contribute to implementing WHS monitoring processes	Elective	Nil	30

QUALIFICATIONS

11045NAT Certificate IV in Safety Leadership

(Current accredited course)

This program is designed to provide managers and current and future Leaders (including those in safety-critical roles) with the skills and knowledge to develop sustainable safety cultures that lead to safer workplaces.

To attain 11045NAT Certificate IV in Safety Leadership, each learner must complete assessments in ten units (8 core and 2 electives). Electives are to be selected from the list provided.

Sequencing rules apply to NAT11045004 Review and improve personal safety leadership effectiveness. This unit may not be commenced before the completion of NAT11045002 Develop and implement measures to monitor and drive safety leadership culture improvement.

Unit Code	Unit Title	Core/ Elective	Prerequisite	Nominal Hours
NAT11045001	Design, implement and review safety culture initiatives	Core	Nil	50
BSBWHS412	Assist with workplace compliance with WHS laws	Core	Nil	40
NAT11045002	Develop and implement measures to monitor and drive safety leadership culture improvement	Core	Nil	40
NAT11045003	Manage contractor safety leadership compliance	Core	Nil	40
BSBWHS512	Contribute to managing work-related psychological health and safety	Core	Nil	50
BSBWHS522	Manage WHS consultation and participation processes	Core	Nil	40
BSBWHS414	Contribute to WHS risk management	Core	Nil	60
NAT11045004	Review and improve personal safety leadership effectiveness	Core	NAT11045002	30
Two (2) electives to be chosen from the list below				
BSBWHS416	Contribute to workplace incident response	Elective	Nil	40
BSBLDR412	Communicate effectively as a workplace leader	Elective	Nil	40
BSBWHS419	Contribute to implementing WHS monitoring processes	Elective	Nil	60
BSBLDR413	Lead effective workplace relationships	Elective	Nil	50
MSMSUP280	Manage conflict at work	Elective	Nil	20
BSBLDR521	Lead the development of diverse workforces	Elective	Nil	60

QUALIFICATIONS

BSB51319 Diploma of Work Health and Safety

(Current qualification)

This qualification is designed for those who are responsible for coordinating and maintaining work health and safety (WHS) in an organisation and need to apply knowledge and skills across a wide variety of contexts.

To attain the BSB51319 Diploma of Work Health and Safety, each learner must be deemed competent in 10 units of competency (5 core and 5 elective).

Entry requirements (pre-requisites)

All BSB41419 Certificate IV in Work Health and Safety core units or equivalent competencies are required to be obtained to enrol into BSB51319.

- BSBWHS412 Assist with workplace compliance with WHS laws
- BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes
- BSBWHS414 Contribute to WHS risk management
- BSBWHS415 Contribute to implementing WHS management systems
- BSBWHS416 Contribute to workplace incident response.

Unit Code	Unit Title	Core/ Elective	Nominal Hours
BSBWHS513	Lead WHS risk management	Core	40
BSBWHS515	Lead initial response to and investigate WHS incidents	Core	50
BSBWHS516	Contribute to developing, implementing and maintaining an organisation's WHS management system	Core	50
BSBWHS519	Lead the development and use of WHS risk management tools	Core	40
BSBWHS522	Manage WHS consultation and participation processes	Core	40
BSBWHS512	Contribute to managing work-related psychological health and safety	Elective	50
BSBWHS514	Manage WHS compliance of contractors	Elective	40
BSBWHS517	Contribute to managing a WHS information system	Elective	50
BSBXTW401	Lead and facilitate a team	Elective	50
BSBAUD512	Lead quality audits	Elective	60

QUALIFICATIONS

BSB50420 Diploma of Leadership and Management

(Current qualification)

This qualification is designed for those looking to develop their current leadership and management skills into advanced capabilities that enable them to confidently lead teams, make strategic decisions, and drive organisational success.

To attain the BSB50420 Diploma of Leadership and Management, each learner must be deemed competent in 12 units of competency (6 core and 6 elective).

Unit code	Unit title	Core/elective	Prerequisite	Nominal hours
BSBCMM511	Communicate with influence	Core	Nil	60
BSBCMM412	Lead difficult conversations	Elective	Nil	40
BSBTWK502	Manage team effectiveness	Core	Nil	60
BSBLDR523	Lead and manage effective workplace relationships	Core	Nil	50
BSBLDR522	Manage people performance	Elective	Nil	70
BSBOPS502	Manage business operational plan	Core	Nil	70
BSBCRT511	Develop critical thinking in others	Core	Nil	50
BSBPEF502	Develop and use emotional intelligence	Core	Nil	60
BSBTWK503	Manage meetings	Elective	Nil	60
BSBLDR521	Lead the development of diverse workforces	Elective	Nil	60
BSBPEF501	Manage personal and professional development	Elective	Nil	60

* To allow for customisation for individuals and organisational requirements and needs, one (1) unit may be selected from the standalone unit of competency list on page 10 to complete the elective requirements for this qualification.

STANDALONE UNITS

LDN currently offers the below standalone units, that can be delivered as standalone programs or used as electives for any of the LDN qualifications on scope.

Unit code	Unit name	Nominal hours	Status
BSBWHS414	Contribute to WHS risk management	30	Current
BSBOPS401	Coordinate business resources	30	Current
BSBLDR412	Communicate effectively as a workplace leader	40	Current
BSBLDR413	Lead effective workplace relationships	50	Current
BSBLDR411	Demonstrate leadership in the workplace	50	Current
BSBPEF502	Develop and use emotional intelligence	60	Current
BSBCMM412	Lead difficult conversations	40	Current
BSBWRT411	Write complex documents	50	Current
BSBAUD512	Lead quality audits	60	Current
BSBLDR521	Lead the development of diverse workforces	60	Current
BSBTWK503	Manage meetings	60	Current
BSBPEF501	Manage personal and professional development	60	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.

POLICIES AND PROCEDURES

Competency of facilitators and assessors

LDN is responsible for the quality of the training and assessment in compliance with the 2025 Standards for RTOs.

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:

- TAE40122 Certificate IV in Training and Assessment or its successor;
- TAE40116 Certificate IV in Training and Assessment;
- TAE40110 Certificate IV in Training and Assessment;
- A diploma or higher-level qualification in adult education or vocational education and training;
- A secondary teaching qualification and one of the following credentials:
 - TAESS00011 Assessor Skill Set; or
 - TAESS00019 Assessor Skill Set or its successor; or
 - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor.

In addition, they must demonstrate:

- vocational competencies at least to the level being delivered;
- current relevant industry skills;
- current knowledge and skills in VET; and
- 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 illness where there is no risk to others. This policy applies to all services and operations of LDN. Learners are encouraged to confidentially disclose any disabilities if they wish to do so.

LDN is committed to implementing reasonable adjustments, in consultation with the learner, to ensure equitable access and participation in training and assessment and ensuring learners can achieve 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 equalling the percentage of qualification yet to be commenced.

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.

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 of 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); and
- external counselling or support services.

LDN adheres to fee protection requirements of the Standards for RTOs where a Learner prepays fees in excess of \$1,500 prior to commencement of a program.

Refund policy

Refunds are processed for learners enrolling directly with LDN (and not via their employer's sponsorship):

- 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; and
- if a learner cannot attend the program for any other reason including availability or changing their mind refunds are not applicable.

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 document entitled '*Industry funded learners*' for additional information related to your enrolment.

National recognition

If you have previously completed a nationally recognised qualification or unit of competency, LDN will accept it through national recognition. To receive this recognition, you will need to provide a verified copy of your qualification or Statement of Attainment that meets the requirements of the AQF.

Recognition of Prior Learning (RPL)

If you already have relevant skills, knowledge, or previous study, you may be able to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT).

RPL is a formal assessment process that allows learners to have their existing skills, knowledge, and experience recognised toward a nationally recognised qualification or unit of competency.

RPL consists of providing LDN with various forms of evidence to demonstrate prior learning. RPL evidence must be:

Current – Evidence must be no more than three (3) years old, unless industry standards require a shorter timeframe.

Valid – Evidence must directly map to the elements, performance criteria, knowledge evidence, and performance evidence of the relevant unit(s) of competency.

POLICIES AND PROCEDURES

Sufficient – A range of evidence must be provided to fully demonstrate competence, which may include workplace documents, job descriptions, work samples, references, third-party reports, and formal or informal training records.

Authentic – Evidence must clearly belong to the learner (e.g., verified by an employer, supervisor, or through direct questioning by the assessor).

If you wish to apply for RPL email your request to RTO@LDN.com.au. Upon receipt you will be provided with information about the requirements and the associated fees (RPL costs start at \$350 per unit of competency. Additional costs for coaching, gap training or other additional assessment may apply.) Once confirmation of RPL has been received, LDN will forward an invoice and you will start to collate your evidence.

Upon payment we schedule an assessor to undertake a full assessment involving reviewing and mapping the evidence against the unit requirements and they may also need to conduct interviews, observations, or challenge assessments to confirm competence. The outcome of the RPL process is documented, and if successful, the learner is granted credit for the relevant unit(s), possibly reducing the amount of training they need to complete.

Credit transfer

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 two (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 (1) 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 applicable funding.
- Where training is employer funded, and a learner has already attained a unit of competency, discussions with their employer will need to occur to determine the learner's suitability for the program.

Learners seeking RPL or CT can still attend the training program, but they will do so as a non-accredited learner for those units, so they can participate in the program as aligned to employer or workplace needs but will not need to complete the assessment as this would be covered as part of the RPL process, or they have already been issued the unit from another provider.

POLICIES AND PROCEDURES

Language, Literacy, Numeracy and Digital Literacy (LLND)

It is important to determine if LDN's training program matches the learner's training needs.

Prior to you having any contact with LDN, your employer will identify you as eligible based on your role, training needs and organisational requirements.

You will then receive the link for the LLND assessment. This contains questions that allow you to demonstrate your reading, writing and learning skills. It also includes a verbal recording for you to listen to and answer related questions, as well as record yourself speaking. **This needs to be completed by you, in your own words and without using any AI or other tools.**

Once you have completed this assessment, your answers will be reviewed by the LLND assessor and a judgement made regarding the suitability of the program.

If additional information is required, the LLND assessor will contact you via email or phone.

When suitability has been confirmed, you will receive the link from LDN Communication to enrol into the relevant program.

If for any reason the suitability criteria is not met LDN will contact you and – with your permission – your employer to discuss possible options.

If support needs are identified, LDN will contact you to discuss options. Should additional fees be involved for LLND support, this will be discussed with you or with your permission, the organisation sponsoring your attendance.

Trainers and assessors are advised when LLND issues are identified to enable them to implement the agreed support and monitor progression throughout the training program(s).

In consultation with learners 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 period with LDN, by contacting the RTO Team.

Support LDN can provide

- Reasonable adjustment options, such as modifying the learning environment, delivery style, or assessment methods to support your LLND needs or specific circumstances.
- Confidential LLND support, including clarification of instructions, extra time, alternative ways to demonstrate competence, and one-to-one guidance from your facilitator, assessor or the RTO Manager.
- If forming full sentences or writing longer answers is difficult, you can speak to your facilitator to arrange alternative options.

Wellbeing during training/enrolment

It is important to create a psychological safe learning environment. Therefore, LDN staff are able to recognise signs of learner discomfort or distress and understand how to respond appropriately. Many staff members are also trained Mental Health First Aiders and can guide learners toward appropriate wellbeing support services where required.

While LDN provides guidance, information, and referrals to appropriate support services; staff are not qualified counsellors or specialists in medical, psychological, or financial matters. Where a learner is identified as potentially at risk, they will be referred to qualified professionals or external support services. LDN's role is limited to supporting learners to access these services while they are undertaking training.

To enable this, learners are regularly informed about available wellbeing and training support services, including their organisation's Employee Assistance Program (EAP). Where a learner does not have access to an EAP, LDN can provide details for external counselling services, such as the Australian Counselling Service (ACS).

POLICIES AND PROCEDURES

Updating learner enrolment details

If during the course of a learner's enrolment, any personal details change, specifically phone or email contact details, it is up to the learner to notify LDN to update these.

If personal details aren't current, it may cause the learner to miss out on receiving important information relating to their enrolment which may impact on their successful completion.

Material changes

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 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. Initial enrolment period is for 12 months from last day of training. Learners who have not completed at the 11-month mark of their enrolment will be contacted by LDN regarding their intention to complete their training.

Currency is maintained up to 24 months from date of training. Throughout this period, LDN can accept assessment submissions. Any submissions received outside of this period, will not be accepted (unless under extenuating circumstances, to be approved by the CEO).

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 facilitators/assessors (in the classroom and/or the workplace);
- knowledge questions;
- practical activities;
- workplace tasks/application activities completed in the workplace aligned with work tasks;
- third party observations; and
- portfolios of evidence.

Marking timelines

- Your assessment book will be randomly allocated to an assessor once received.
- Assessments are marked **within 30 days of receipt**.
- You will receive email updates on the status of your assessment during this period.
- If more information is needed, you will be contacted and given multiple opportunities to add to or clarify your answers.

Issuing of an AQF qualification

AQF certification documentation 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 course.

Certificates and Statements of Attainment (SOAs) are issued to learners electronically via email within 30 calendar days of assessment being completed, provided all agreed fees the learner owes have been paid and a valid Unique Student Identifier (USI) has been received and verified.

Certification will be issued to learners via the email address provided as the primary contact. A hard copy of any certification can be printed and mailed upon learner's written request. This is at a cost of \$50 per certificate, sent express post to the learner's nominated address.

Records of Certificates and SOAs will be retained for 30 years in a compliant learner management system accessible to all learners upon request.

POLICIES AND PROCEDURES

Withdrawing enrolment

A learner can withdraw from their enrolment at any time. This request must be received in writing by the RTO – RTO@LDN.com.au

Learners may also be withdrawn due to disciplinary reasons, when enrolment currency periods have been reached or if a learner has not been able to be contacted.

Misconduct

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:

- wilful damage or removal of property;
- cheating, attempting to cheat or assisting any other learner to cheat by any means;
- negligent or disorderly conduct towards a staff member or fellow learner, including assault or harassment (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; and
- being consistently late in attending classes.

Disciplinary actions apply. These can include being asked to resubmit/provide additional evidence, being removed from the training program and/or being withdrawn from your enrolment. Disciplinary actions will be at the discretion of the CEO and may incur a financial penalty.

Plagiarism

Plagiarism is copying someone else's work and claiming it to be your own and using AI (see more information below). Proven plagiarism (defined as 25% or more identical answers in the same assessment) 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;

Use of Artificial Intelligence (AI)

- **All assessment work must be your own.**
- We want to see your own thinking and genuine effort, so we can accurately assess your skills and knowledge and provide meaningful feedback.
- Therefore, **using AI tools to generate or refine answers or evidence is NOT permitted** under any circumstances and will be flagged by LDN's authenticity checks.
- If you need any help, the RTO team can support you in many other ways, such as additional clarification, examples, coaching, guidance, and additional learning resources.
- You may use AI as a learning resource to build your understanding, but AI-produced text cannot be copied into your assessment responses or evidence.
- To uphold assessment integrity, **all submissions are reviewed for potential AI-generated content.**
- If your work is flagged, you may be asked to complete a verbal interview with an LDN assessor to validate your skills and knowledge.
- Being asked to complete an interview does not mean you have definitely used AI; it simply means the assessor needs more information to confirm the authenticity of your work.

Additional fees for AI use

- If between 20% and 50% of an assessment is flagged as AI-generated, a \$250 fee will apply for an assessor to conduct the interview, payable before the interview takes place.
- If your submission is flagged as being more than 50% AI-generated, you will be asked to re-submit the full assessment again incurring the original assessment fee for reassessment. (If enrolled via your employer, this information has been made aware to the signing party.)

POLICIES AND PROCEDURES

You are within your rights to decline the interview or not to resubmit an assessment; however, given the rules of evidence, we cannot issue any statement of attainment or qualification without this step being taken. This process does not impact your ability to achieve competency, provided you can demonstrate your knowledge and skills through the additional step.

Complaints

LDN has a documented process for lodging a formal complaint if such a situation arises.

A complaint 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.

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

Within three (3) business days of receipt, LDN's RTO Manager, CEO and/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 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.

Appeals

All appeals also need to be received in writing to RTO@LDN.com.au.

If the appeal is the direct result of a complaint, this will be handled directly by the CEO. If this is a separate appeal for an assessment judgement or related reason, this is handled as follows:

The RTO Manager conducts a fair and impartial review of the assessment decision.

If the learner's concerns cannot be resolved at this stage, the appeal is escalated to the appeal to the CEO along with all relevant assessment evidence and documentation. (If the original assessor is the RTO Manager, this will be raised directly with the CEO.)

The CEO will then:

- Acknowledge the appeal in writing and the process which will follow.
- Review the determination report and record of interviews.
- Conduct further investigation if required.
- Review the investigation process for procedural fairness.
- Reach a determination.
- Forward the determination to all parties involved.

Quality control

LDN collects 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.

POLICIES AND PROCEDURES

Learner records

Learners have the option to request a hard copy be returned after LDN has retained it for two (2) years 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 securely destroyed after the timeframe passes.

It is important that learners keep a copy of their assessment documentation before sending the original documents to LDN by post.

Learners can access their own records at any time by sending LDN a written request. However, please keep in mind that any hard copy records that have been securely archived may take longer to access or may no longer be available if the request is made after two (2) years. 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 they might be facing we do not discuss or disclose this information to others without the learner's consent.

Under the Data Provision Requirements 2020, 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).

Learners' personal information (including the personal information contained on their enrolment form, their training activity data, and assessment process, status and outcomes), including copies of any certification achieved, 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:

- employer – if you are enrolled in training paid for 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).

POLICIES AND PROCEDURES

Security of learner information

We have robust measures in place to ensure security and integrity of all records.

Physical records are stored securely in locked cabinets within a secure office area and access limited to authorised personnel.

LDN has the following security protocols in place to protect the confidentiality of learner information and to ensure only safe and legitimate access to our networks:

- Electronic records being stored and managed within LDN's aXcelerate (AVETMISS-compliant learner management software)
- Password protection,
- Off-site daily data back ups
- Microsoft 365 A5 Security
- A Firewall in place to protect the server from unauthorised access, cyber threats, and attacks.
- Anti-spyware software

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. More detailed information about this framework can be found on our website: <https://ldn.com.au/rtos-vet-and-the-australian-qualifications-framework-levels-explained/>

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

“How can I get the most out of my training?”

- Prepare for each training session and actively participate in all learning activities.
- Complete all training and assessment requirements including classroom activities and workplace application activities.
- Access the learner support services made available to you during the classroom session and while completing the assessment in the workplace.
- Participate in evaluation activities and offer constructive feedback to help us improve our programs.
- Contact your facilitator or the RTO Manager early if you experience any difficulties so we can support you.
- Stay focused, put in consistent effort, and reach out whenever you need assistance. Your engagement is key to getting the best possible outcome from your training.

“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.

FREQUENTLY ASKED QUESTIONS

“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 hard copy assessment documentation after I receive my Statement of Attainment or Certificate?”

We keep your assessment documentation in our secure storage for two (2) years 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. Each learner is allocated an average amount of additional coaching time as part of our standard process. While some participants may not require extra support, others may need additional guidance. If a learner requires support beyond the allocated coaching time, an additional fee of \$270 per 30 minutes will apply. (If enrolled via your employer, this information has been made aware to the signing party.) If a learner is still unable to demonstrate competency after this additional coaching, we may recommend that the learner re-sit 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. See LDN currency of enrolment information in the Assessment strategy and evidence of competency section above.

“Why can't I see my completed training on my USI transcript?”

USI transcripts are updated after the annual reporting period which ends on 28 February each year. While you are waiting for this transcript to be updated, you can use your LDN issued Statement of Attainment or Certificate as evidence of training completion.

UNIQUE STUDENT IDENTIFIER (USI)

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 occur, please contact the RTO team.

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.

UNIQUE STUDENT IDENTIFIER (USI)

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	<p>Have at least one and preferably two forms of ID ready from the list below:</p> <ul style="list-style-type: none">• 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 <p>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.</p>
Step 2	<p>Have contact details ready (e.g. email address, or mobile number, or address).</p>
Step 3	<p>Visit the USI website at: usi.gov.au.</p>
Step 4	<p>Select the 'Create a USI' link and follow the steps.</p>
Step 5	<p>Agree to the Terms and Conditions.</p>
Step 6	<p>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.</p>
Step 7	<p>The learner should then write down the USI and keep it somewhere handy and safe.</p> <p>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.</p>

For more information please visit: [usi.gov.au](https://www.usi.gov.au)

Phone: 1300 857 536