

# Pre-enrolment Information

## Thank you for choosing Locating Unlimited Pty Ltd for your training

Locating Unlimited Pty Ltd is a Registered Training Organisation (RTO Code 45518) committed to providing high quality nationally recognised training and customised learning solutions to clients.

Our goal is to ensure, that we provide the best opportunity for you to achieve the course requirements, that your time with us is productive and that your safety and health is protected.

## TO ENROL

To enrol in this course firstly read this document, make sure that you understand the details, decide if this training suits your needs, and delivers your desired outcome. If happy to proceed contact our office by phone: 0419 446 627 or preferably by email – [studentservices@locatingunlimited.com.au](mailto:studentservices@locatingunlimited.com.au) and we will “start the ball rolling”.

## LEGISLATIVE REQUIREMENTS

Locating Unlimited Pty Ltd complies with Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations relating to:

- VET Quality Framework
- Work Health and Safety
- Confidentiality and Privacy
- Anti-Discrimination

## WHAT TO BRING TO THE COURSE

You must provide a **Unique Student Identifier (USI)** when enrolling in nationally recognised training. The USI is verified by Locating Unlimited Pty Ltd and on successfully completing the course assessment requirements, you will receive the relevant certification. Certification cannot be issued without a USI.

For further information and to create a USI, please log onto the website.

[www.usi.gov.au/Students/Pages/default.aspx](http://www.usi.gov.au/Students/Pages/default.aspx)

**Personal Protective Equipment (PPE)** is required for most courses. You will be advised of the required PPE before the start of the course.

If you are undertaking a course and PPE is required, you must comply with the use of this PPE during the course.

Bring a pen and a willing to learn mindset.

## COURSE ENTRY REQUIREMENTS

Many courses have entry requirements. These are included in the course outline, which is available on this website or by email [info@locatingunlimited.com.au](mailto:info@locatingunlimited.com.au)

You must provide evidence of meeting the entry requirements when enrolling in the course.

## AVETMISS

If you are undertaking nationally recognised training, you will be required to complete a course enrolment form at the start of the course. The information collected on this form, is a requirement for all RTO's. This information is recorded in the Locating Unlimited Pty Ltd student management system and reported to the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

Mitigating circumstances that warrant the waiving of collecting the information are individually judged on merit and any reconsideration will be at the full discretion of Locating Unlimited Pty Ltd.

## SPECIAL LEARNING NEEDS

Where practicable any special learning needs, that you may have will be identified before the start of the course.

If special learning needs are identified during the course, Locating Unlimited Pty Ltd will discuss these needs with you, and, if applicable your employer to determine the best way to address these needs. If you have special learning needs that cannot be accommodated, you will be treated with respect and dignity.

## FEES AND CHARGES

You must confirm your course enrolment with payment in full before the course start date, unless alternative arrangements have been agreed to by Locating Unlimited Pty Ltd. Please refer to the individual course outline, which is available on this website.

The fees for a funded qualification course are available on the relevant qualification course page on this website.

## COURSE FEE REFUNDS AND CANCELLATION

If you cancel or withdraw from a course, you must do this in writing.

Cancellation of a confirmed booking will attract a fee. This fee will depend on the number of days' notice you provide before the course start date.

Locating Unlimited Pty Ltd operate under the following refund guidelines:

- Course cancelled by Locating Unlimited - 100% refund
- Client cancels with 10 business days' or more notice - 100% refund
- Client cancels with less than 9 business days' notice - 50% refund
- Client cancels with less than 5 business days' notice – 0% refund

Should you fail to attend or complete the full course that you are enrolled in, no refund will be given. If you are withdrawn from the course for disciplinary reasons, no refund will be provided.

If a course is cancelled by Locating Unlimited Pty Ltd and payment is received before the start of the course, you will be fully refunded. However, Locating Unlimited Pty Ltd will not be liable for any other claims arising from the course cancellation.

Locating Unlimited Pty Ltd reserves, the right to cancel a course, or the availability of a course by providing reasonable notice.

## COMMUNICATION WITH STUDENTS

The preferred method of communication is via email or mobile phone. It is important to keep Locating Unlimited Pty Ltd updated with your current email address and mobile phone number for the duration of your enrolment.

## PARTICIPANT PRIVACY

Locating Unlimited collects personal information from you during your enrolment, and if applicable your ongoing training.

We will ensure that all personal information held is relevant, accurate and stored securely with restricted access.

When the course is paid by your employer and it is a requirement of your employment, Locating Unlimited Pty Ltd provides your employer with a copy of your attendance and assessment results at the completion of the course.

You can access your personal information upon request. Access by a third party will only be granted when you have completed a consent form and ID of the requesting party has been confirmed.

All records are kept in accordance with the Locating Unlimited Pty Ltd Privacy Policy.

## ACCESS AND EQUITY

You, like all participants have equitable access to vocational education and training opportunities and participation in training to achieve suitable outcomes.

Training is designed and delivered based on fair treatment to all participants.

If you require assistance, Locating Unlimited Pty Ltd will engage in discussions with you, and if applicable your employer to determine the most appropriate action to ensure you can complete the course.

## LANGUAGE, LITERACY & NUMERACY

Where necessary and practicable your language, literacy and numeracy needs will be assessed before enrolment.

You must be able to read, write and communicate in the English language to a level that would ensure safe operation in an Australian workplace and meet the needs of your employer.

Locating Unlimited Pty Ltd makes provisions for language, literacy and numeracy assistance by participating in discussions with you, and if applicable your employer or referring you to the appropriate service.

## ASSESSMENT

If you are undertaking a course that is not nationally recognised you may or may not be assessed and at the completion of the course you will receive a certificate of completion.

If you are undertaking a course that is nationally recognised you will be assessed during the course, while on-the-job and depending on the course a final capstone assessment may also be conducted.

The relevant certification will be issued to you upon successful completion of the course assessment requirements, in accordance with the AQF Framework and Standards for RTOs 2015.

## POST COURSE ASSESSMENT/EVIDENCE SUBMISSION

All assessments and evidence must be your own work and be signed by you. You must ensure that you keep a copy of your assessments and evidence prior to submission, as Locating Unlimited Pty Ltd takes no responsibility for assessments/evidence being lost in the post.

You are encouraged to submit assessment work and evidence in electronic format via email or if applicable the Locating Unlimited Pty Ltd Student Management System Student Portal. You can also submit assessment work and evidence in hard copy format.

Locating Unlimited Pty Ltd endeavours to provide you with your assessment outcome within 20 working days. Your employer and/or yourself will be notified of the outcome by email.

If further evidence or a resubmission is required, you should respond to the request as soon as possible. Turnaround times may be affected due to the delay in Locating Unlimited Pty Ltd receiving this information.

Locating Unlimited Pty Ltd cannot guarantee that you will achieve a successful outcome, however, Locating Unlimited Pty Ltd will make reasonable efforts to assist you in achieving the outcomes of the course.

## PLAGIARISM

Locating Unlimited Pty Ltd is committed to upholding high standards of integrity and honesty.

Plagiarism and cheating in any form are unacceptable and will be acted upon immediately.

## REASONABLE ADJUSTMENT

Locating Unlimited Pty Ltd, where applicable, will make provisions for reasonable adjustment on the assessment process, by adjusting or changing the assessment to meet the needs and characteristics

of the participant being assessed. Any equity requirements, impact on the organisation and the need to maintain the integrity of the outcome is also considered.

## RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the recognition of skills and knowledge obtained through previous work, training and life experience.

Locating Unlimited Pty Ltd will offer you at enrolment the option to discuss the opportunity for RPL (where applicable for the course).

For more information on RPL please email [info@locatingunlimited.com.au](mailto:info@locatingunlimited.com.au) or phone 0419 446 627

## CREDIT FOR PRIOR TRAINING

Locating Unlimited Pty Ltd accepts and provides credit to you for units of competence and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification issued by another RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Locating Unlimited Pty Ltd may need to authenticate the certificate/transcript by contacting the organisation that issued the certificate/transcript and confirming the content is valid, before providing credit based on a qualification, statement of attainment or record of results.

In some cases, an analysis as to the equivalence of the training completed with the relevant unit/s or module/s would need to be completed before any credit can be granted.

For more information on applying for credit please email [info@locatingunlimited.com.au](mailto:info@locatingunlimited.com.au) or phone 0419 446 627

## CERTIFICATE ISSUE

Locating Unlimited Pty Ltd will issue you relevant certification under the Australian Qualification Framework (AQF), if you have been assessed as meeting the requirements of nationally recognised training.

The AQF certification (qualification or statement of attainment) will be issued to you within 20 working days of you being assessed as meeting the requirements of the full course. This timeframe is subject to your USI being provided and verified and payment of the course fee.

Locating Unlimited will retain and make accessible your records of AQF certification issued by us, for a period of 30 years.

## RE-ISSUING CERTIFICATES

If you require the re-issue of a certificate, you must request this in writing. Your request must be accompanied by a non-refundable fee of \$35.00 for a certificate of completion or statement of attainment and \$55.00 for a qualification certificate.

## DISCIPLINE

To ensure you receive equal opportunities and gain the maximum from the course, strict requirements apply when you are participating on any of our courses. If you display fitness for work issues, dysfunctional or disruptive behaviour, you may be asked to leave the course.

Locating Unlimited Pty Ltd reserves, the right to counsel, suspend or exclude you from the course if you do not adhere to acceptable standards of behaviour, at any stage of your course.

Reasons for exclusion may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Being disrespectful of Locating Unlimited Pty Ltd staff and other participants
- Harassment by using offensive language
- Sexual harassment

- Bullying other participants
- Not complying with the required health and safety requirements
- Acting in an unsafe manner that places themselves and/or others at risk
- Smoking in non-smoking areas
- Not following reasonable instructions given by the trainer
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of legal or illegal substances that could affect their safety or the safety of others
- Refusing to complete assessment requirements
- Not adhering to course requirements

If you are enrolled into a course, that is paid for by your employer, the employer will be contacted and advised that you have been excluded from the course with the reason for the action.

If you are asked to leave a course, you have the right of appeal through our Appeal procedure.

## COMPLAINTS

All complaints are taken seriously, and every attempt is made to resolve the issue as soon as possible.

Verbal complaints are discussed with the applicable party and an attempt made to resolve the complaint at the time. Complaints may be verbal or in written form.

Formal complaints must be made using the Locating Unlimited Pty Ltd 'Client Complaints' procedure.

## APPEALS

If you are dissatisfied with the outcome of an assessment or disciplinary action, you have the right of appeal.

In the first instance, you are encouraged to seek a review of the assessment outcome or disciplinary action and if you are still dissatisfied you may lodge a formal appeal.

All appeals must be lodged using the Locating Unlimited Pty Ltd Appeal Form.

## CONTINUOUS IMPROVEMENT

Locating Unlimited Pty Ltd constantly seeks feedback for the services and products we deliver. You can assist us by completing the course evaluation form after your course.

Locating Unlimited Pty Ltd will monitor course participant feedback and initiate action to ensure that any improvements are identified and implemented.

## YOUR RIGHTS AND RESPONSIBILITIES

### We expect you to:

- Be respectful, courteous, honest, co-operative and prompt in your dealings with us.
- Act within the law and comply with Locating Unlimited Pty Ltd requirements and instructions.
- Behave in an ethical and honest manner and not engage in any form of academic misconduct.
- Work with us to maintain an atmosphere and physical environment that encourages learning by treating other students, staff and the Locating Unlimited Pty Ltd facilities with respect and consideration.
- Advise Locating Unlimited Pty Ltd at enrolment of any support you may need during your course.
- Behave in a way that does not impact on the ability of others to learn or feel safe in their learning environment.
- Not smoke or be under the influence of alcohol or illegal drugs when in training or when undertaking any learning related activities.
- Behave in a way that maintains a clean and attractive environment for other students, staff and visitors.

- Not damage any plant, equipment or tools.
- Use computers responsibly and comply with computer use policies.
- Make sure you notify Locating Unlimited Pty Ltd of any change of contact details.
- Respect the privacy of others including not digitally recording any class or training activities without first seeking the permission of staff and fellow students.

#### Locating Unlimited Pty Ltd will:

- Ensure our dealings with you are respectful, prompt, efficient, ethical and courteous.
- Treat you as a partner in your learning.
- Treat you equally regardless of gender, marital status, pregnancy, family responsibility or family status, sexual orientation, race, religious or political conviction, impairment or age.
- Ensure those with a disability have the same opportunity of access to training as all students by providing support and mobility access.
- Provide a safe and healthy learning environment.
- Provide an environment in which energy and resources are conserved.
- Create an atmosphere that encourages learning and that is free from harassment or discrimination.
- Comply with the Privacy Act to safeguard information you give us.
- Provide opportunities for flexible learning by fostering partnerships with industry and offering courses in different ways.
- Ensure our staff are appropriately skilled and committed to fulfilling our mission to deliver practical relevant courses in a supportive learning environment.
- Provide you with up-to-date and relevant resources.

**Enjoy your time with us!**