

# Locating Unlimited Student Handbook

Relentless  
pursuit of  
excellence

Excellence –  
*We are passionate  
about delivering the  
best outcome in  
everything that we do*

Integrity – *We  
build trust by taking  
accountability and  
delivering on our  
commitments*

Commitment  
to our students

Commitment to  
deliver Quality  
Training



[www.locatingunlimited.com.au](http://www.locatingunlimited.com.au)

Locating Unlimited is the Australian leader in the delivery of damage prevention training to the utility industry

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## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/ or Locating Unlimited policy may impact on the currency of information included. Locating Unlimited reserves, the right to vary and update information without notice. You are advised to seek any changed information and/or updates by contacting Locating Unlimited.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Locating Unlimited. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to:

Locating Unlimited  
12 Edwards Place ORMEAU 4208 QLD  
[info@locatingunlimited.com.au](mailto:info@locatingunlimited.com.au)

Ph: 0419 44 66 27

## Welcome

On behalf of all staff at Locating Unlimited, we send you a warm welcome and thank you for choosing Locating Unlimited for your professional development. Your enrolment is an important step in further developing and/or formally recognising your skills and knowledge to assist in your career aspirations. We look forward to working with you to achieve your training and career goals.

Locating Unlimited is committed to providing high quality standards of vocational education and training; we aim to provide a happy, friendly atmosphere in which to learn. We will strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Locating Unlimited will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavor will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Locating Unlimited's practices and how we operate.

If you have any suggestions on how we can improve our practices, we would love to hear from you; please complete an "Opportunity for Improvement" form and submit to me at - [margaret.moore@locatingunlimited.com.au](mailto:margaret.moore@locatingunlimited.com.au)

We sincerely hope your time at Locating Unlimited is a memorable and productive learning experience.

Once again, on behalf of the Locating Unlimited Team we welcome you and look forward to working with you.

Sincerely,

*Margaret Moore*

**Margaret Moore**  
CEO Locating Unlimited



## Introduction

This information booklet is designed to provide you with information about the services provided by Locating Unlimited Pty Ltd and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Locating Unlimited. This information is contained in the Course Outline which is supplied separately.

As an RTO we are required to have numerous documents that describe the way that we operate as a business. In this handbook, we have included the ones that are relevant to your learning journey and have tried to present the information in simple easy to understand language. If there is anything that you do not understand please ask, we are happy to provide explanations.

## What is a Registered Training Organisation (RTO)?

A Registered Training Organisation (RTO) is an organisation accredited by the Australian Skills Quality Authority (ASQA) which is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

### Meeting the requirements of ongoing registration

As a registered training organisation (RTO), we must ensure we are delivering quality training and assessment for individual students, industry and the vocational education and training (VET) sector.

The chief executive of every ASQA RTO signs a declaration under the Statutory Declarations Act 1959 stating that he or she:

- accepts responsibility for ensuring the organisation complies with the VET Quality Framework and all other applicable conditions of registration, and
- will ensure the organisation cooperates with ASQA in all audit and monitoring activities.

An RTO must ensure it complies with the conditions of its registration throughout the period of its registration. These conditions can include those that are described within the National Vocational Education and Training Regulator Act 2011 and apply to all RTOs, and those imposed by ASQA on the registration of a particular RTO.

As an RTO, our obligations include:

- complying with the requirements of the [VET Quality Framework](#)
- [notifying ASQA of any material change or event](#)
- giving ASQA [information that is lawfully requested](#)
- cooperating with ASQA
- complying with ASQA's [general directions](#), and
- complying with any other conditions that ASQA may impose (RTOs are notified in writing of any conditions, or changes to conditions, imposed on their registration).

If you require any further information regarding the responsibilities and compliance required of Locating Unlimited Pty Ltd, please do not hesitate to contact us via the helpdesk. [support@locatingunlimited.com.au](mailto:support@locatingunlimited.com.au)

## About Locating Unlimited

Locating Unlimited Pty Ltd is a Registered Training Organisation (RTO No: 45518) and was registered on the 20<sup>th</sup> of June 2019. Our aim is to provide high-quality training about utility damage prevention to students in Australia. Locating Unlimited Pty Ltd uses the facilities provided by the Tier 1 company that you sub-contract to and boasts a team of highly qualified and dedicated Trainers. You can find out more about Locating Unlimited Pty Ltd at the following website:

[www.locatingunlimited.com.au](http://www.locatingunlimited.com.au)

### Our Services

Locating Unlimited Pty Ltd provides training and assessment services in support of nationally endorsed training Units of Competency, specifically around the protection of underground utilities:

For a list of all current units delivered please visit the following website:

[www.locatingunlimited.com.au](http://www.locatingunlimited.com.au)

### Our Mission

Our mission at Locating Unlimited Pty Ltd is to provide advanced Utility Awareness and Locating training based on a “Proactive” approach which is committed to reducing the current amount of utility damage. The result is to develop a “New Breed” of Utility Locator, who are also committed to providing quality outcomes and excellent customer service.

### Our approach

Locating Unlimited Pty Ltd.’s philosophy is to deliver the very highest standards of professional and personal service to our customers by meeting their needs and exceeding their expectations. We will only engage industry professionals who are passionate about locating and damage prevention and who have the necessary knowledge through training and experience to impart these skills to our students.

A large purple-bordered box containing a graphic on the left and text on the right. The graphic is a purple silhouette of a utility locator's head and neck, with a circular callout bubble containing the text 'Our vision'. To the right of the graphic, the text 'We will achieve our vision by:' is followed by three sub-points: 'Having Integrity', 'Providing Customer Service', and 'The best Team', each with a brief description of the commitment.

**Our vision**  
Is to be Australia and New Zealand's leading supplier of quality training solutions for the Utility Locating Industry. We are committed to deliver training programs that offer maximum innovative and provide solutions driven by industry consultation

**We will achieve our vision by:**

**Having Integrity**  
Act with integrity, respect and professionalism within our own team and to the client.

**Providing Customer Service**  
Provide all our clients with a supreme customer experience by offering the most relevant and current training available.

**The best Team**  
Our team is the backbone of our business – we are committed to provide an environment whereby they can continue their passion for damage prevention and spreading the skills needed for utility locating.

## Our Objectives

In recognition of this mission, our objectives are:

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

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

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

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

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

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



## Our Trainers/Assessors

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

At Locating Unlimited Pty Ltd we deliver a nationally accredited Units of Competency via training face-to-face. When you study with Locating Unlimited Pty Ltd, your Trainer Assessor will be always there to assist you throughout your course. You will attend a classroom training environment, for face-to-face instruction of both theory and practical components of the unit being delivered.

Locating Unlimited Pty Ltd trainers are all professionally qualified trainers and have personal industry and job role experience. They are there to assist you throughout your learning journey and are always willing to provide additional assistance after the course is finished – this is usually achieved by emailing your trainer. Our trainers deliver their training in a way that students will enjoy.

## Our Expectation of You

Locating Unlimited expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To comply with the rules and regulations of Locating Unlimited Pty Ltd.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed and that ALL sections of the assessment material is completed.
- To utilise facilities and Locating Unlimited Pty Ltd publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Locating Unlimited Pty Ltd staff members and their right to privacy and confidentiality.

## What you can Expect from Us

Business should be built on high quality customer service. The points below identify the customer service standards that students can expect Locating Unlimited to meet:

- Respect and an individual assessment of your needs
- Training delivered to the highest standards possible
- Student needs will always be at the forefront of our actions.
- All email enquiries will be responded to within 24 hours.
- Phone enquiries that cannot be answered immediately will be followed up within 24 hours. If you happen to reach an answering service, leave a message – we are one of the few companies who actually return messages and missed calls!
- Clear and accurate information provided at all times.
- A professional, positive and friendly attitude
- Punctuality when attending appointments, sessions and other scheduled events.

## Unique Student Identifier

All students undertaking nationally recognised training, require a USI in order to receive a qualification or Statement of Attainment. If you do not have a USI, Locating Unlimited will not be allowed to generate your qualification or Statement of Attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

A USI must be provided by all students enrolling in accredited training as part of the enrolment process. The USI is stored in and verified via the Student Management System (SMS) in accordance with the Student Identifiers Act 2014 and the Privacy Act 1988.

For more information and to register for a USI visit: [www.usi.gov.au](http://www.usi.gov.au)

If you have trouble creating your USI follow the instructions to 'Create a USI'.

For further information on our records management requirements access our Retention of Records Policy and Procedure.



## Your Safety

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

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

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the RTO staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

## Electrical equipment

- Electrical equipment that is not working should be reported to Locating Unlimited Pty Ltd staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## Fire safety

- Locating Unlimited will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

## First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

## Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Locating Unlimited Pty Ltd unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## Your Equity

Locating Unlimited Pty Ltd is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Locating Unlimited Pty Ltd staff members (including contractors – if used) are aware that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Locating Unlimited Pty Ltd staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Locating Unlimited Pty Ltd that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Locating Unlimited Pty Ltd, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your Privacy

Locating Unlimited Pty Ltd takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Locating Unlimited Pty Ltd will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems.
- Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously.
- Locating Unlimited Pty Ltd is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Locating Unlimited Pty Ltd will seek the written permission of the student for such disclosure. Locating Unlimited Pty Ltd will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Locating Unlimited Pty Ltd is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how Locating Unlimited Pty Ltd is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:

<https://www.oaic.gov.au/>

## Fees, Charges and Refunds

Locating Unlimited is committed to maintaining effective financial management processes for fees and charges, refunds, and transfers in accordance with legislative and regulatory requirements, which include:

- Standards for Registered Training Organisations 2015
- GST (Goods and Services) Act 1999
- Competition and Consumer Act 2010
- Fair Trading Act 2010

Our fees and charges policy and associated schedules cover:

- a) all relevant fee information including:
  - fees that must be paid to the RTO; and
  - payment terms and conditions including deposits and refunds.
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period if one applies.
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - arrangement is terminated early; or
  - the RTO fails to provide the agreed services.

For further information about our fees and charges policy and associated schedules please access the following documents:

- Fees and Charges Policy
- Schedule of fees and charges

## Refunds

Students who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Refunds are paid under the following circumstances:

- |   |             |
|---|-------------|
| • Course cancelled by Locating Unlimited                | 100% refund |
| • Client cancels with 10 business days' 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   |

## Payment method

Locating Unlimited Pty Ltd accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Locating Unlimited Pty Ltd)

## Threshold Prepaid Fee

The RTO requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course flyers for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.



## Our Guarantee to Clients

If Locating Unlimited Pty Ltd cancels or ceases to provide training, Locating Unlimited Pty Ltd must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 4 of the 10 units. The student’s enrolment would be finalised, and the student would receive a Statement of Attainment for the 4 completed units. The student would also receive a refund of \$900.00 which represents that value of the training not delivered.

## Changes to terms and conditions

Locating Unlimited Pty Ltd reserves, the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment the student will be informed 7 days prior to changes taking effect.

## Access to your records

You are entitled to have access to your student file and learning and assessment records on request.

You may require these to monitor you progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Locating Unlimited Pty Ltd, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Locating Unlimited Pty Ltd reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

## Continuous Improvement

Locating Unlimited Pty Ltd embraces the philosophy of Kaizen. Kaizen is an approach to creating continuous improvement based on the idea that small, ongoing positive changes can reap major improvements. Typically, it is based on cooperation and commitment and stands in contrast to approaches that use radical changes or top-down edicts to achieve transformation. It was developed in the manufacturing sector to lower defects, eliminate waste, boost productivity, encourage worker purpose and accountability, and promote innovation. However, Kaizen is equally as effective in a service-based industry such as training.

At Locating Unlimited Pty Ltd, we continually monitor our material and training methods and in consultation with industry and subject matter experts, incrementally modify our processes and materials to achieve maximum student outcomes.

### Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Locating Unlimited Pty Ltd so we can improve our services in the future.

### Learner satisfaction survey

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

Your completion and return of this survey is important to Locating Unlimited Pty Ltd for our ongoing improvement of services and to enable us to report this information to our registering authority.

Your assistance in gathering this survey data is greatly appreciated.



“Continuous improvement is not about the things you do well — that’s work. Continuous improvement is about removing the things that get in the way of your work. The headaches, the things that slow you down, that’s what continuous improvement is all about.” ~  
**Bruce Hamilton**

## Assessment

At Locating Unlimited Pty Ltd assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

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

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

**Practical Assessment of Skills:** Practical Assessments are a form of coursework which allow course providers to assess the practical skills of students in their chosen area of study. Practical Assessments are often found within vocational qualifications as they provide students with practical experience related to the profession being studied. Not only do Practical Assessments allow course providers to see how well instructions have been followed, but they also reflect the student's attention to detail and how well they are able to apply the knowledge gained from the course to a practical situation.

**Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

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

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

**Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

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

## Re-Assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.


It is the policy of Locating Unlimited Pty Ltd to provide three opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of Locating Unlimited Pty Ltd management so the progress of the student can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

## Issuing Qualifications and Statements of Attainment

Locating Unlimited Pty Ltd will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to Locating Unlimited Pty Ltd have been paid.

**Locating Unlimited Pty Ltd**  
 Phone: 0419 44 66 37  
 email: [info@locatingunlimited.com.au](mailto:info@locatingunlimited.com.au)  
 12 Edwards Place ORMEAU QLD 4208  
 ABN: 71 627 045 827  
 RTO ID: 45518



## Statement of Attainment

Statement Number LCU000005A


# Student ABC

has attained


Unit Code	Unit Title	C
RIICCM202E	Identify, locate and protect underground services	C

Legend: C- Competent, CT – Credit Transfer, RPL – Recognition of Prior Learning

A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units



NATIONALLY RECOGNISED  
TRAINING



Authorised Signature of Issuing body  
 Date Completed: 24<sup>th</sup> April 2021  
 Date Issued: 28<sup>th</sup> April 2021

## Support Services

### Student Support

Student support is provided by trainers and assessors, administration, and management staff. This service helps to identify students who require additional support and will ensure appropriate interventions are implemented to enable a student to successfully progress their studies. Our Student Support Policy and Procedure details how we facilitate this on an ongoing basis.

Locating Unlimited caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

The RTO is committed to providing students requiring additional support, advice, or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, the RTO provides support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance. If required, the student can then schedule an appointment with the RTO manager to discuss support services.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer.
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing.
- Provision or access to assistive technology
- Additional tutorials to assist with learning.
- Assistance in using technology.
- Adjustment to equipment (i.e., change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the RTO manager at the first available opportunity.

## Language, Literacy & Numeracy Skills

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

To support this approach Locating Unlimited Pty Ltd will:

- Assess a student's language, literacy, and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.

To support this approach Locating Unlimited Pty Ltd will:

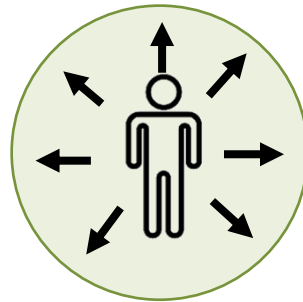
- Assess a student's language, literacy, and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace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

## LLN 3 Step Approach



### STEP ONE

Accessing course related information from the Locating Unlimited website and Course Outline



### STEP TWO

A self-reflection analysis linked to the requirements and outcomes of the course.



### STEP THREE

Seek assistance from Locating Unlimited if required – we are here to assist when needed.

## Disability

Please advise us prior to enrolling for training if you have any physical or other special needs (e.g., English as a second language, literacy or numeracy difficulties, dyslexia etc.) which may adversely affect your ability to complete the selected training course.

Locating Unlimited will provide support to those with special needs by:

- a. discussing with the student at enrolment the support that will be required.
- b. endeavouring to provide the support, or
- c. referring the student to a source of support that will then provide a pathway into the selected course of study. For example, a student who presents with poor written skills when completing the application form will be advised that they could improve their written English skills through further training.
- d. reasonable adjustment including use of assistive technology, providing education support, using alternative assessment methods, extra time to complete a course or assessment. (Reasonable adjustment - there are Commonwealth and State legislative requirements with which RTOs must comply.)
- e. maintaining written records of outcomes and the actions taken for each individual student in the student management system, where reasonable adjustment is required.
- f. ensuring that reasonable adjustment is provided while maintaining the fundamental components of the course without compromising the learning outcomes.



### Support Services

In the event that a student's support needs fall outside of the skills of the Locating Unlimited team we will refer the student to an appropriate support service to assist them to acquire the required skills.

For further information about Support Services, including a list of service providers, view our Student Support Policy and Procedure

### OTHER SUPPORT SERVICES

Locating Unlimited is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)



## Making Complaints & Appeals

Locating Unlimited Pty Ltd is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

### Complaints

Locating Unlimited acknowledges a student's right to lodge a complaint or grievance when they are dissatisfied with the training and /or assessment services that they have been provided by us.

Locating Unlimited will ensure that students have access to a fair and equitable process for handling complaints or grievances according to the principles of natural justice.

In doing so, Locating Unlimited will:

- have written procedures in place for collecting and dealing with complaints/grievances in a constructive and timely manner.
- ensure that these procedures are communicated to all staff, consultants, and students.
- ensure that all necessary procedures, relevant documentation, and resources are in place to enable students to submit a complaint or grievance.
- ensure that each complaint/grievance and its outcome is recorded in writing; and
- ensure that complaints and grievances and their outcomes are fed into continuous improvement initiatives.

### Processing complaints or grievances

The processes available to resolve complaints or grievances are – conciliation and investigation. Locating Unlimited will aim to finalise the complaint to the satisfaction of the complainant within a reasonable timeframe, which will vary according to the nature of the complaint and the process to finalise it. Where it is likely that more than 30 calendar days will be required to process and finalise the complaint, Locating Unlimited will inform the complainant in writing that more than 30 calendar days are required and the reasons why. Locating Unlimited will then regularly (weekly) update the complainant on progress of the matter.

### Appeals

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a Qualification or Statement of Attainment within the Australian Qualifications Framework (AQF).

Locating Unlimited will ensure that students have access to a fair and equitable process for dealing with appeals against assessment decisions and will provide an avenue for students to appeal against decisions which affect their progress.

Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment and where they feel the assessment decision is incorrect and they have grounds for an appeal.

Every effort is made to settle the appeal to both the appellant's and Locating Unlimited's satisfaction. Should this not be possible then a suitably qualified independent assessor will be asked to make an independent assessment. Locating Unlimited will bear any costs associated with this process.

## **In its handling of appeals, Locating Unlimited will:**

- have written procedures in place for collecting and dealing with appeals in a constructive and timely manner.
- ensure that these procedures are communicated to all staff, consultants, and students.
- ensure that all necessary procedures, relevant documentation, and resources are in place to enable students to submit an appeal.
- ensure that each appeal and its outcome is recorded in writing.
- ensure that each person has the opportunity to formally present his or her case.
- ensure each person is given a written statement of the appeal outcomes, including reasons for the decision.

### **Processing appeals**

Appeal durations will naturally vary dependent on the nature of the appeal. Locating Unlimited will aim to conclude each appeal within 30 days. Should more than 30 days be required to process and finalise the appeal, the Compliance Manager will inform the appellant in writing of the delay and advise of the reason.

The Compliance Manager will then regularly (weekly) update the appellant on the progress of the matter.


Concerns can be raised by contacting Locating Unlimited, and an Complaints and Appeals Form can be requested. To find out more about our complaints and grievances, or appeals process, access the following documents:

- Complaints and Appeals Policy and Procedure
- Complaints and Appeals Form

## Recognition of Your Existing Skills & Knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Locating Unlimited Pty Ltd provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is recognition?



Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### Recognition guidelines

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

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Locating Unlimited Pty Ltd scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Forms of evidence toward recognition may include:

- Work records.
- Records of workplace training.
- Assessments of current skills.
- Assessments of current knowledge.
- Third party reports from current and previous supervisors or managers.
- Evidence of relevant unpaid or volunteer experience.
- Examples of work products.
- Observation by an assessor in the workplace.

## Governance and Administration

Locating Unlimited Pty Ltd is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Locating Unlimited Pty Ltd has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Locating Unlimited Pty Ltd.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au/state-legislation](http://www.australia.gov.au/state-legislation) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### Governance and Administration



Clause 7.1 of the Standards states that the RTO ensures its executive officers or high managerial agents:

- are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times, and
- meet each of the relevant criteria specified in the Fit and Proper Person requirements in schedule 3.

To meet this requirement the Chief Executive Officer of Locating Unlimited maintains RTO compliance through a systematic approach and ongoing continuous improvement.

The CEO is the legally responsible person and is accountable for the way in which the RTO operates. Responsibility for the day-to-day operation of the RTO rests with the Compliance Manager who regularly provides updates to the CEO through weekly meetings, reports and quarterly governance meetings.

### Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation

## Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- The kinds of personal information that the entity collects and holds.
- How the entity collects and holds personal information.
- The purposes for which the entity collects, holds, uses and discloses personal information.
- How an individual may access personal information about the individual that is held by the entity and seek the correction of such information.
- How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- Whether the entity is likely to disclose personal information to overseas recipients.

## Disability Discrimination Act 1992

Each student will be assessed individually, and every reasonable effort made to accommodate their needs at the expense of Locating Unlimited Pty Ltd. For further information please put your request in writing to [support@locatingunlimited.com.au](mailto:support@locatingunlimited.com.au)

### Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability. For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## Sex Discrimination Act 1984

Objects The objects of this Act are:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- To eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

- To promote recognition and acceptance within the community of the principle of the equality of men and women.

## Age Discrimination Act 2004

The objects of this Act are:

- To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- To respond to demographic change by:
  - Removing barriers to older people participating in society, particularly in the workforce; and
  - Changing negative stereotypes about older people.

## Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination.

Its major objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

## Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., Broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations.

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders.

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

## National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes
- Cooperating with National VET Regulator
- Compliance with directions given by the National VET Regulator