



LDC

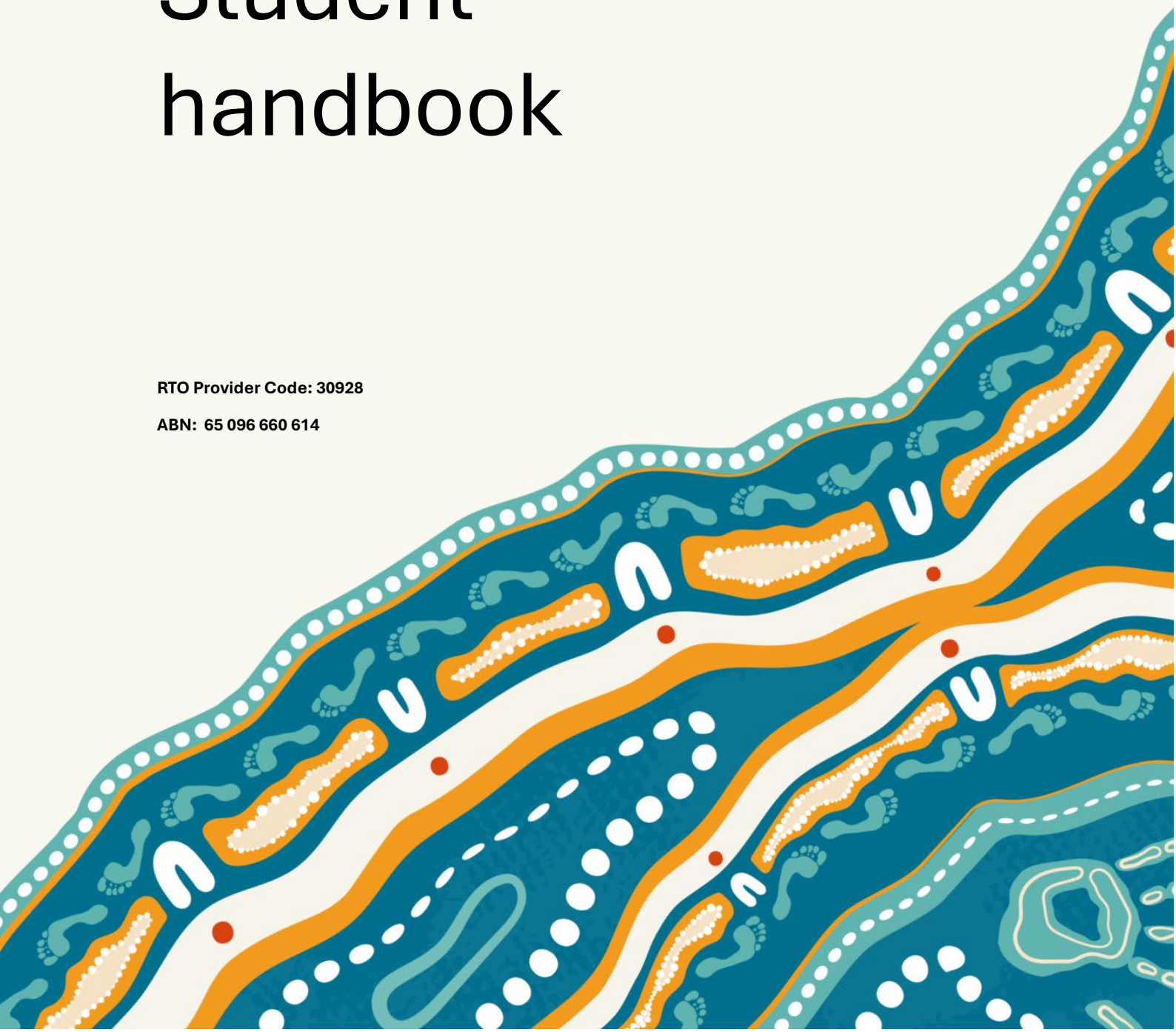
AbSec Learning &
Development Centre

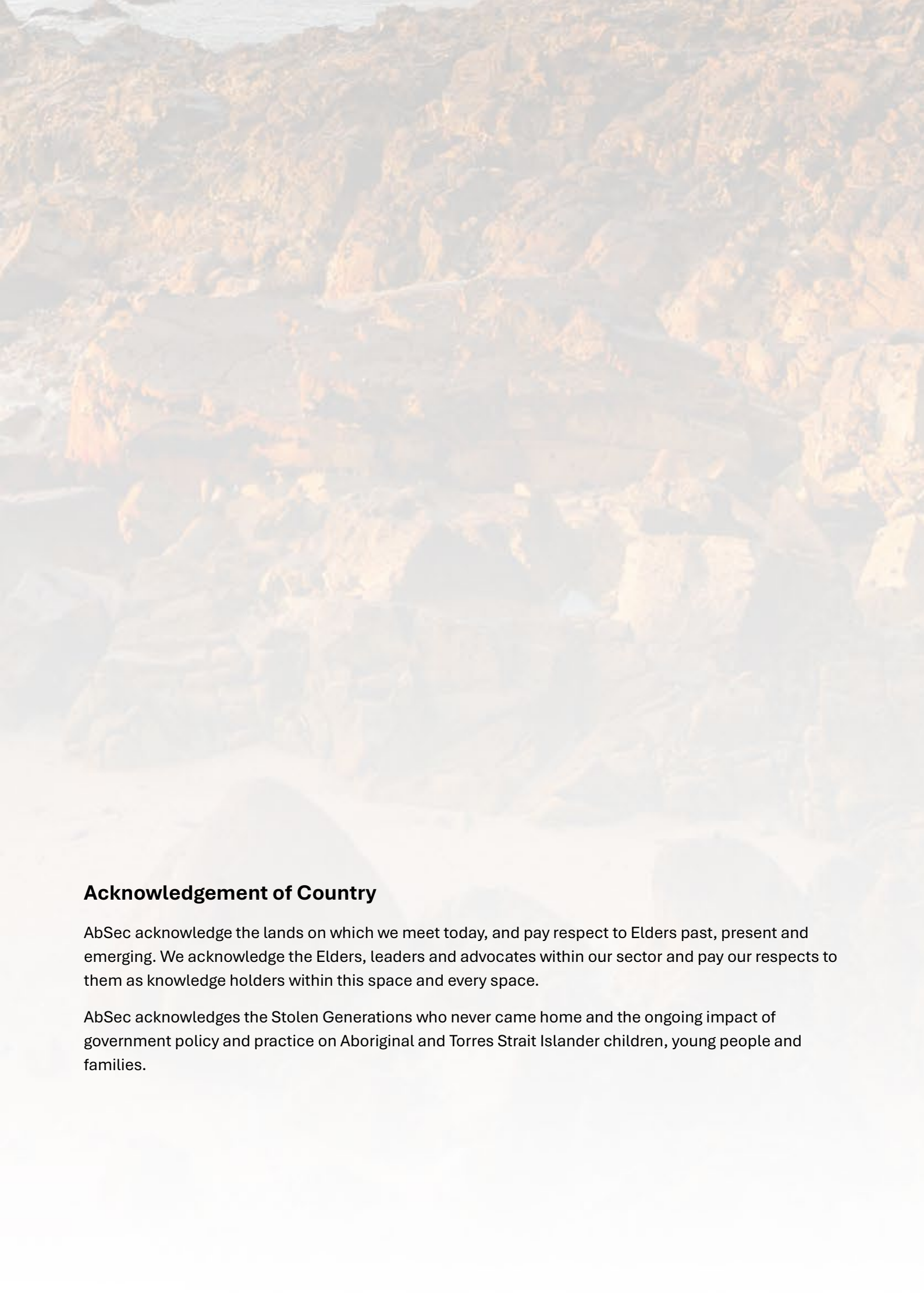
Version 4.2.

Student handbook

RTO Provider Code: 30928

ABN: 65 096 660 614



An aerial photograph of a rugged coastline. The top half of the image shows dark, jagged rock formations meeting the ocean. A narrow strip of light-colored sand beach is visible in the middle. The bottom half of the image is a solid light blue color, where the text is located.

Acknowledgement of Country

AbSec acknowledge the lands on which we meet today, and pay respect to Elders past, present and emerging. We acknowledge the Elders, leaders and advocates within our sector and pay our respects to them as knowledge holders within this space and every space.

AbSec acknowledges the Stolen Generations who never came home and the ongoing impact of government policy and practice on Aboriginal and Torres Strait Islander children, young people and families.



AbSec - NSW Child, Family and Community Peak Aboriginal Corporation is the New South Wales peak body for Aboriginal and Torres Strait Islander children, young people, families and communities. Our vision is for all Aboriginal children and young people to be looked after within safe, thriving Aboriginal families and communities. We aim to see them raised strong in spirit and identity, with every opportunity for lifelong wellbeing and connection to culture, surrounded by holistic supports.

We back mob with the support and services they need, working alongside both identified and non-identified organisations to bring about real change. Our work is guided by the wisdom of our Elders, the strength of our families, and the hopes of our children and young people.



AbSec Learning & Development Centre

AbSec Learning & Development Centre (LDC) is an Aboriginal-owned Registered Training Organisation (RTO) providing professional development and accredited training to the child, youth and family community sector. Training provided by AbSec LDC is designed and delivered by Indigenous professionals with cultural safety paramount.

As part of AbSec, we support the dedication to the welfare of Aboriginal and Torres Strait Islander children, young people, and families in New South Wales. We advocate for their rights while supporting carers and communities.

AbSec Learning and Development Centre provides:

Short courses

- Cultural Connections for Child Protection Professionals
- Cultural Connections- The Carer's Role
- Cultural Awareness- Working with our Children and Young People
- Responding to Trauma- Building practical strategies and culturally safe practice
- Responding to Trauma- Building Effective Responses for Carers
- ACMP (Aboriginal Case Management Policy) Introductory Training
- Basic Governance for Community Organisations

Qualifications

- Diploma of Leadership and Management
- Certificate IV in Aboriginal and Torres Strait Islander Governance
- Diploma of Child, Youth and Family Intervention

Contents

Fees, subsidies and refunds	7
Protection of fees paid in advance	7
Fee payment options.....	7
Subsidised training	8
Refunds.....	8
Short courses	8
Qualifications	8
Enrolment at AbSec LDC	9
Enrolment.....	10
Unique Student Identifier (USI)	10
Induction.....	10
Withdrawing from a Qualification.....	10
Learning and assessment	11
Credit Transfer	11
Recognition of Prior Learning.....	11
How does the Recognised Prior Learning process work?	12
Assessment.....	12
Submitting assessments	12
Re-assessment.....	13
Assessment appeals process	13
Qualifications and Statements of Attainment.....	13
Student support and welfare	14
Support services available	14
Student welfare	14
Rights and responsibilities	14
Students' rights.....	14
Student's responsibilities	15
AbSec LDC responsibilities	16
Cancellation of classes.....	17
AbSec Learning and Development Centre policies	17
Workplace Health and Safety (WHS).....	17
Access and equity.....	18

Privacy of your records	19
Complaints and appeals	19
Changes of details	20
Student orientation checklist	20

Important contacts

Business name: AbSec Learning & Development Centre (NSW) Pty Ltd

Australian Business Number: 65 096 660 614

Address: C301-C302, Level 3, 104 Eveleigh Street, Redfern NSW 2016 Gadigal Land, Eora

Phone: (02) 9559 5299

General Enquiries: Admin_ldc@AbSec.org.au

Assessment Submission: assessments@AbSecldc.org.au

Consumer Protection Officer

Name: Dakota Torrens, Office Manager, AbSec

Phone: (02) 9559 5299

Email: Dakota.torrens@AbSec.org.au

Complaints Handling Officer

Name: Dakota Torrens, Office Manager, AbSec

Phone: 0416 713 195

Email: admin_ldc@AbSec.org.au

Fees, subsidies and refunds

Fees are levied on all courses, details of which are contained in the relevant course information on the AbSec LDC website: <https://AbSecLdc.org.au/>

Fees and charges for qualifications include refundable and non-refundable components.

Refundable components would include:

- Tuition fees for training and assessment not commenced.
- Resources such as workbooks not issued.

Non-refundable components would include:

- Administration or enrolment fees.
- Tuition fees for training and assessment commenced.
- Resources issues.
- Any fees and charges for other consumables as set out in the course information.

AbSec LDC will make prospective students aware of all fees and charges, and refund policies prior to accepting an enrolment. The full [Fees, Refund and Transfer policy](#) is available on the website or can be obtained upon request from AbSec LDC by contacting admin_ldc@AbSec.org.au.

Miscellaneous Charges

The following additional charges may apply:

- Re-issuing a certificate, qualification or statement of attainment \$33.00 (Incl. GST)
- Replacement of issued learning/reference workbook (per workbook) \$55.00 (Incl. GST)
- Re-assessment fee \$100.00 (GST exempt)

Note: Students will be offered two (2) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist in order to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.

Protection of fees paid in advance

To provide protection to students' fees, AbSec LDC does not accept tuition fees of more than \$1,500 paid in advance from individual students and program participants. This policy is in line with requirements under the [2025 Standards for Registered Training Organisations](#).

Fee payment options

Workshop fees must be paid in full prior to the commencement of the workshop.

Accredited training must be paid according to the agreed payment plan which will be discussed prior to enrolment. Failure to maintain payments under this plan will be considered a default and training and resources will be suspended.

Subsidised training

Training Services NSW, through the NSW Department of Education and Training, currently provides subsidised training under its *Smart and Skilled* initiative. Your administration coordinator will be able to assist you in determining your eligibility for enrolment.

Student fees for training that is subsidised through *Smart and Skilled* is calculated using the [Smart and Skilled Provider Fee Calculator](#) and set by the Department.

Concessions and exemptions may apply to individuals considered to be in hardship or experiencing disadvantage. Additional evidence will be required to support your eligibility for concession and/or exemption.

Further information regarding your fees, concessions and exemptions are available through the AbSec LDC email: admin_ldc@AbSec.org.au, your administration coordinator, or the [Smart and Skilled Fee Administration Policy](#).

Refunds

Please choose your course carefully as refunds will only be considered in line with our [Fees, Refund and Transfer Policy](#) available on the website.

All applications for refunds must be in writing.

Short courses

A refund will apply if:

- AbSec LDC cancels a course for any reason prior to the course commencing and a future date on offer cannot be attended by yourself.
- You cancel in writing 5 or more working days before the date the course commences.

Qualifications

A full refund will apply if:

- AbSec LDC cancels a course for any reason prior to the course commencing and a future date on offer cannot be attended by yourself.
- You cancel in writing 14 or more working days before the date the course commences.

A partial refund of 75% of your fees will apply if:

- You cancel in writing 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid.

No refund will apply to cancellations made after training has commenced.

Note

- Exemptions to this policy may apply under extenuating circumstances.
- Extenuating circumstances are at the discretion of the LDC.
- Alternative courses, classes or modes of delivery will be offered prior to the approval of the refund.
- Students have the right to take further action under Australia's consumer protection laws.
- All refunds will be paid within 14 days of approval of withdrawal.

Enrolment at AbSec LDC

To enable you to make an informed decision regarding your studies you will be provided with the following information prior to enrolment:

- [Consumer Protection Policy.](#)
- [Fees, Refund and Transfer Policy.](#)
- [Complaints and Appeals Policy.](#)
- Recognised Prior Learning and Credit Transfer information.
- Support available to assist you during your studies.
- Specific information regarding your course including:
 - All fees and payment options.
 - Eligibility for subsidies.
 - Course content including electives.
 - Training and assessment methods including proposed schedule if applicable.
 - Pre-requisites and entry requirements.
 - Course delivery location.
 - Work experience/placement requirements.

AbSec LDC strives to ensure there are no unnecessary barriers to entry into a training/program and/or assessment service and will work with you to ensure that our services meet your needs. You will be required to undertake a Language, Literacy and Numeracy assessment to determine the level of support you may require which can include referral to support services or mentoring programs. As AbSec LDC follows nationally set entry requirements, there may be times that we recommend pre-entry training and/or support. There may also be pre-requisite units for study (units that must be completed prior to enrolment). Talk with a team member if unsure.

Enrolment

When a training program has been agreed upon, you will be asked to complete an enrolment form. This will form the basis of the administrative information that we collect and provides us with essential information that may be used for reporting purposes. Additional information can be viewed in the Privacy section of this handbook.

The Enrolment Form is also the source of information that we use to produce Certificate(s) or Statement(s) of Attainment/Completion, so these must be completed as per your official documentation e.g., birth certificate and/or driver's licence. You will also be required to present Proof of Identification on enrolment (e.g. birth certificate/driver's licence/passport) together with your Unique Student Identifier (USI) -see further information in USI section of this handbook.

There may be other administrative requirements, dependent on the program. For example, funded training programs may require us to collect additional documentation e.g., consent to share information. You should not sign a document, without fully understanding its contents, and any obligations. If you are unsure, please talk with a team member.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is an Australian wide student number required by students who are completing nationally accredited vocational education and training (VET). A USI will allow an individual to track all their training results from all providers from all states and territories in Australia. Students undertaking nationally accredited courses need to apply for a USI and provide that USI to AbSec LDC at enrolment.

An RTO cannot issue a student's qualifications without a receipt of the student's USI.

The USI is available online and at no cost to the student.

This USI will stay with you for life and be recorded against any completed nationally recognised VET course. [More information provided here.](#)

Induction

An induction session will be held for each accredited training program which will provide specific and detailed information on AbSec LDC and the course you have chosen. You will be expected to attend this session.

Withdrawing from a Qualification

Whilst we do not like to see students withdrawing from their qualification, it is sometimes unavoidable.

If you need to withdraw from your qualification/program, you must let AbSec LDC know in writing as soon as possible.

Refer to AbSec LDC's Fees, Refund and Transfer Policy for more information on when a refund may apply, including where you are withdrawing from a qualification.

Learning and assessment

Credit Transfer

A Credit Transfer is when a student applies for credit for a unit they have previously completed elsewhere. Credit Transfers are only issued if the unit is an exact match. When applying for a Credit Transfer, you must attach a certified copy of your previous qualification, including a transcript of the course which sites the exact unit you are applying for. A certified copy is a copy of your qualification and transcript that has been signed by a Justice of the Peace (JP) as being a true and correct record of the original.

Recognition of Prior Learning

The Recognition of Prior Learning (RPL) process allows you to apply for credit for previous study, work, life and educational experience that matches the learning outcomes of specific units within a course. AbSec LDC recognises that current and future applicants to nationally recognised training courses and competencies may already have skills and knowledge that satisfy some or all the competencies in that course.

RPL:

- Confirms competence for a workplace position.
- Confirms eligibility for entry to credit within a qualification.
- Ensures that you do not have to relearn skills and knowledge you already hold.
- Ensures that training time is spent acquiring new skills and competencies.

To apply for RPL please speak with your trainer or administration coordinator at the time of enrolment or as soon as possible after enrolment.

RPL applicants will have to provide evidence to support their claim and a fee applies. AbSec LDC will assist you in identifying appropriate evidence and will provide you with a quote to proceed.

How does the Recognised Prior Learning process work?

You and your trainer will work together to gather evidence to enable an assessment of your competency. Your trainer will assist you to identify relevant units of competency and explain the types of evidence (proof of your skills and knowledge) required. When you have provided this evidence, it is compared with the competency standards. Your assessor will decide whether sufficient evidence has been provided to determine the extent to which you have achieved the required learning outcomes or standards. Your assessor may also determine that an assessment conversation or partial assessment may be required.

Assessment

To achieve a Statement of Attainment or qualification under the Australian Qualifications Framework (AQF), it is necessary to be assessed as competent against a unit or units of competency from an industry training package.

Assessment is the process of collecting evidence and making judgements about the extent to which a student demonstrates the knowledge and skills as set out in the National Standards or learning outcomes of a unit of competency.

At all times, trainers and assessors will maintain key principles of fairness, flexibility, validity and reliability.

Submitting assessments

During your first session, your trainer will advise you of the assessments required for your course or unit of competency. Assessments must be submitted to your trainer by the due date and must be accompanied by the Student Assessment Cover Sheet provided.

Whilst every care is taken, it is strongly advised that you keep a copy of ALL assessments submitted to AbSec LDC to avoid loss of completed work.

We encourage you to communicate openly with your trainer and/or assessor regarding any questions or concerns that you may have regarding your assessment. We are committed to providing a flexible and blended learning approach to assessment services, so please feel comfortable discussing your needs with your trainer and/or your administration coordinator.

There are a range of circumstances that can be negotiated including:

- Timing of your assessment.
- Location of your assessment.
- How you will be assessed.

For example, if your location makes it difficult for an assessor to come and observe you, we may organise for your assessment to be captured on video/camera and forwarded to the assessor.

Re-assessment

If you are deemed Not Yet Competent (NYC) in an assessment, you will have the opportunity to re-submit your work. Your trainer will provide feedback on your assessment and work with you to support undertaking further learning or a skills activity towards competency.

You will be given a maximum of two opportunities to repeat (i.e., three attempts at each Unit of Competency in total), unless stated otherwise under licensing requirements (where you will be advised of the maximum opportunities available).

If after appropriate assistance, you are still not able to achieve competence, it may be necessary to consider other options. These options will be discussed in liaison with your trainer and administration coordinator and may include:

- Re-enrol in the Unit of Competence at a fee for service administration and assessment fee per unit. If further training is required, there will be additional charges and you will be provided with a quote in advance.
- Review your course and study options with your administration coordinator.
- Transfer to another course.
- Withdraw from the course.

Assessment appeals process

If you disagree with an assessment decision you should address the matter with your trainer or administration coordinator in the first instance.

Where an assessment decision cannot be resolved informally (through discussion), or you are dissatisfied with the outcome, you are encouraged to lodge an Appeal in writing in accordance with AbSec LDC's Complaints and Appeals Policy.

Qualifications and Statements of Attainment

On successful completion of your course/program and all associated assessment work, your Qualification Certificate (including a Record of Results) or Statement of Attainment will be emailed to you using the email address provided at enrolment.

Please ensure we have your current email address at all times.

You can obtain a replacement Qualification or Statement of Attainment at any time at a cost of \$50.00. Requests should be made in writing or by email and should include the following information:

- Your name (if your name has changed, please write both your new name and your name at the time of the course).
- Your date of birth.
- Your current address (and your address at the time of the course).
- The course you completed (e.g., BSB50420 Diploma of Leadership and Management).
- When that course started and finished or at least the year of the course.
- Photo identification may be required We will review your request and either:
 - a. Send a new Qualification or Statement of Attainment; or
 - b. Send an email explaining why we cannot re-issue your qualification at this time and what you need to do from here.

Student support and welfare

Support services available

We aim to provide a positive and rewarding learning experience for all students. If you have any concerns that may affect your training, please discuss this with your trainer or administration coordinator. Should your trainer identify that you would benefit from additional assistance they will discuss the options with you.

AbSec LDC works with students to assist in achieving their outcomes and enjoy their learning experience.

If you feel you could benefit from extra assistance with any specific learning needs, AbSec LDCs' trainers and training manager will work with you to determine what assistance you may need.

Student welfare

- Lifeline 13 11 14
- Beyond Blue 1300 224 636
- 1800RESPECT 1800 737 732
- REACHOUT.com 13 11 14

National Sexual Assault, Domestic Family Violence Counselling Services

Rights and responsibilities

Students' rights

Whilst a student/participant at AbSec LDC, you have the right to:

- Be treated with respect.
- Be treated fairly and equitably.

- Learn in an environment that is free from bullying, harassment or discrimination.
- Be informed about services available to assist you.
- Receive support and assistance to complete your studies.
- Receive access to a qualified trainer, and quality training and assessment in courses which are current and relevant to industry.
- Actively participate in decisions which affect you.
- Be informed about the fees that may apply to your training and the circumstances in which a refund may be available.
- Be informed about the collection of your personal information and be able to review and correct that information.
- Have access to information about your rights as a consumer.
- Make suggestions about the delivery or effectiveness of AbSec LDC's services, and/or lodge a complaint or appeal in relation to a decision that affects you.
- Have any issues you discuss or information you give, treated confidentially, except where this information may endanger your life, or the life or wellbeing of another person.
- Expect that the quality of your training meets the standards, regulations and requirements set down by the Australian Skills Quality Authority and NSW *Smart and Skilled* Program.

If you feel your rights have been disregarded, you have the right to:

- Discuss your concerns with your trainer, the RTO Manager or another staff member.
- Refer your concerns or written complaint to the RTO Manager in line with AbSec LDC's Complaints and Appeals Policy.
- Have a support person present in any meeting should you desire it.
- Refer the complaint to an appropriate external body or the Department of Fair Trading, should the issue remain unresolved.

Student's responsibilities

Whilst a student or participant at AbSec LDC you are expected to:

- Be punctual, courteous and act in a manner appropriate to a workplace.
- Attend scheduled training and assessment sessions.
- Present a professional image, wear clean and professional attire and appropriate footwear, including a uniform where required.
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability.
- Follow reasonable directions from a member of staff, including instructions on the use of personal mobile phones and other electronic communication or media devices.
- Treat staff and fellow students/participants with respect and fairness, including respecting the rights of other students/participants.
- Not behave in any way that may offend, embarrass, discriminate or threaten others.
- Not harass fellow students or staff, for example, by using offensive language or making unwanted sexual advances.

- Not behave in a manner that may impact the reputation of AbSec LDC. This includes behaviour in a public space, or on social media, that can be directly or indirectly linked to AbSec LDC.
- Take care of personal possessions while on LDC premises.
- Take care of facilities by not damaging, stealing, modifying or misusing property.
- Take reasonable steps to protect your own health and safety and the health and safety of others, and report anything you feel is unsafe to your trainer or administration coordinator.
- Follow safety instructions and adhere to work health and safety requirements at all times, including wearing protective clothing and using safety equipment as directed by staff.
- Provide accurate information to AbSec LDC, including ensuring your personal details are current and correct.
- Not smoke in non-smoking areas.
- Not be under the influence of alcohol or illegal drugs.
- Refrain from any form of academic misconduct, including (but not limited to) plagiarism (using someone else's work or words as your own) and cheating.
- Read and understanding the terms and conditions that apply to training and services offered by AbSec LDC.

At all times, students must maintain appropriate behaviour. Breaches of a student's responsibilities, inappropriate or disruptive behaviour will result in penalties commensurate to the severity of the breach.

AbSec LDC reserves the right to exclude from training, and/or refuse entry, and/or remove without warning any person from a class and/or future class(es), if their behaviour is deemed unacceptable (in line with these responsibilities), offensive or potentially harmful or dangerous to themselves, staff or other students/participants. This may result in the non-completion of your course.

AbSec LDC responsibilities

AbSec LDC is responsible for:

- Providing the training and support necessary to allow clients to achieve competency.
- Providing a quality training and assessment experience for its clients.
- Meeting public expectations of ethical behaviour.
- Conducting marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to clients.
- Properly informing prospective clients about any subsidised training entitlements, their fees and their responsibilities and obligations (refer to AbSec LDC's [Fees, Refund and Transfer Policy](#)).
- Providing a clear and accessible feedback and consumer protection system including an identified consumer protection officer ([refer to AbSec LDC's Consumer Protection Policy](#))

- Having established, documented and accessible consumer feedback and complaints handling policies and procedures ([AbSec LDC's Complaints and Appeals Policy](#))
- Providing students with details of pathways for resolving or escalating complaints ([AbSec LDC's Complaints and Appeals Policy](#)).
- Maintaining procedures for protecting a consumer's personal information ([refer to AbSec LDC's Privacy Policy](#)).

Cancellation of classes

On rare occasions, it may be necessary to cancel a scheduled class due to last minute availability of a trainer, illness or for other unavoidable reasons. Every effort is made to continue with classes or workshops and replace trainers where possible, or announce a cancellation prior to class commencement, however, this is not always possible.

If a class or workshop is cancelled, students will be notified as soon as possible by text message on their nominated mobile number or via email.

AbSec LDC will ensure that you are not disadvantaged by a cancelled class or workshop as best it can. It is usual that any missed classes will be added to the end of the course unless otherwise agreed with class participants.

AbSec LDC will ensure that you are not missing out on any workshops as best it can. It is usual that we reschedule workshops to a later date and inform participants of the change.

AbSec Learning and Development Centre policies

Workplace Health and Safety (WHS)

AbSec LDC takes seriously its responsibility to protect health and promote safety. Please report anything that you believe to be unsafe.

As a course/program participant you are required to:

- Take reasonable steps to protect your own health and safety and the health and safety of others.
- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. You will be notified of any special clothing requirements at enrolment.
- Ensure any safety directions are followed and act so as not to endanger the safety of others

- Listen carefully to the trainer and/or LDC staff when they are informing you of WHS matters and abide by all WHS rules.
- Ensure the trainer is aware of issues relating to WHS regulations or any practices you believe to be unsafe.
- Not attend class if under the effects of drugs or alcohol.
- Smoke only in designated areas.
- Report anything you think is unsafe or a danger to yourself or others.

Report all incidents and accidents to AbSec LDC as soon as possible and comply with The AbSec's WHS reporting requirements.

If you are sick and cannot attend class, you should notify AbSec LDC prior to class commencing by calling (02) 9559 5299 (after 9am), or email admin_ldc@absec.org.au.

If you feel unwell during class, you should notify your trainer or as soon as possible.

Access and equity

AbSec LDC is committed to a flexible approach to its training/programs and assessment services with a range of strategies in place to ensure that individuals are not unfairly disadvantaged when undertaking training and/or assessment services. The organisation will always consider the Language, Literacy and Numeracy levels of the learner, the ethnic and cultural background and the needs of people with disabilities. Additional consideration can include personal circumstances e.g., childcare and work commitments, personal difficulties and illness. If you are experiencing barriers to your training, you should discuss this with your trainer and/or administration coordinator.

A range of support mechanisms may be put in place including:

- Mentoring.
- Cultural support.
- Language Literacy and Numeracy support.
- IT Support.
- Telephone, emails, networking, and tutorial support for learners.
- Adjustment of assessment process.

AbSec LDC is committed to providing an environment for work and training that is free from discrimination, bullying and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in immediate disciplinary action that may include expulsion from a course. This applies to both participants and staff members.

Further details of AbSec LDC's commitment to equal opportunity is outlined in its Access and Equity Policy available on AbSec LDC's website.

If you witness or experience any incident of discrimination, bullying or harassment you are encouraged to report it to your trainer, administration coordinator or the RTO manager immediately. Any report will be treated with absolute seriousness, in line with AbSec LDC's Complaints and Appeals Policy.

Privacy of your records

AbSec LDC keeps your information private and only collects data that relates to your training outcomes or as required for statistical analysis by government authorities such as the NSW Department of Industry and National Centre for Vocational Education Research Ltd (NCVER).

AbSec LDC is subject to audit by Commonwealth and State agencies. Access to your training file may be given to government officers from agencies (or their approved representatives) such as the Department of Education and Training, Department of Industry or ASQA for the purposes of these audits.

Your information may also be disclosed to Commonwealth and State agencies for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcript.
- Facilitating statistics and research relating to education, including surveys.
- Understanding how the VET market operates, for policy, workplace planning and consumer information.
- Administering VET, including program administration, regulation, monitoring and evaluation.

In addition, where training is being provided to a trainee through their employer, the employer is entitled to receive updates on the trainee's progress throughout the traineeship.

You can access your records at any time by making a written request and providing adequate proof of identity to your administration coordinator. Further information is available in AbSec LDC's [Privacy Policy](#) available on our website.

Complaints and appeals

AbSec LDC is committed to providing quality service to all clients. We encourage and use feedback, both positive and negative, as an opportunity to maintain and improve the quality of our services. Students are encouraged to first attempt to resolve their complaint by raising their concerns with their trainer or administration/program coordinator. On most occasions, this is the most effective and efficient way to manage disagreements or complaints. If, however, you have attempted this way without success, then you are encouraged to lodge a complaint in writing.

In accordance with AbSec LDC's [Complaints and Appeals Policy](#). Following this, if you feel matters are not resolved to your satisfaction and you wish to inform a third party, you should contact one of the following:

- [Australian Skills Quality Authority](#).

- Department of Fair Trading in your capital city.

If your course is part of the *Smart and Skilled* funded programs, you should contact [their Consumer Protection Unit for Students](#).

Further information on AbSec LDC's [Complaints and Appeals Policy](#) is available by emailing us or via the website.

Changes of details

If there is any change to your circumstance during your training, you must notify us so that your records can be updated: any change of name, change of address, change of contact details (phone, email, etc).

AbSec LDC can only issue a Qualification or Statement of Attainment in accordance with the details provided by you and verified against your identification. AbSec LDC cannot issue documents in a name that does not match the identification and details provided by you.

If you do not notify AbSec LDC of any change in details, any Qualification or Statement of Attainment issued may be incorrect, and a fee will apply for reissuing any updated documents.

Student orientation checklist

The following checklist summarises the information you should understand before you commence your course. Keep this handbook somewhere safe so that you can refer to it as you progress through your qualification.

- ✓ I understand competency-based training and the qualification I am enrolled in.
- ✓ I understand the non-accredited course or community program that I have enrolled in.
- ✓ I have received my student handbook.

I understand how to lodge a complaint or appeal an assessment decision.

I understand how to apply for a Credit Transfer or Recognition of Prior Learning.

I have been provided with access to AbSec LDC's Fees, Refund and Transfer Policy, Complaints and Appeals Policy, Consumer Protection Policy, Work Health and Safety Policy, Privacy Policy and Access and Equity Policy.

I understand that I need to keep a copy of the assessments I submit.

I understand that my assessments will not be marked until I submit a completed and signed cover page for each one.

I know that I will not be marked as competent until all components of my assessment have been completed and submitted including work placement documentation and journals, and I need to keep a copy of these documents.

I know that I need to let AbSec LDC know any change in my circumstances or personal details.

If I withdraw from this training, I will notify AbSec LDC in writing as soon as possible.

Glossary of acronyms

LDC	Learning & Development Centre
AQF	Australian Qualifications Framework
C	Competent
NYC	Not Yet Competent
CT	Credit Transfer
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
WHS	Work Health and Safety



LDC

AbSec Learning &
Development Centre

© AbSec Learning & Development Centre

ABN 65 096 660 614 | (02) 9559 5299 | AbSecldc.org.au

C301-C302, Level 3, 104 Eveleigh Street, Redfern NSW 2016 **Gadigal Land, Eora**