

LEST Student Handbook 2010

Introduction

This student handbook is provided to answer the many student/trainee questions that usually accompany a new period of learning in a new environment. We have endeavoured to answer as many of the grey area's as possible in this document, but there may still be questions that you need to ask and get answers too, to make your learning experience with us a smooth and enjoyable one. Please feel free to contact us if you have any doubts or if this document has not answered your questions.

We can be contacted at:

Phone: (03) 8698 6400 (7:30am to 5:00pm)

Fax: (03) 8698 6444

Email: training@lest.com.au

Document Validity

Every effort has been made to ensure information in this handbook was accurate at the time of printing. However, details are subject to change without notice.

*This document was correct as at **4th December 2009**.*

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1 Training Managers Welcome

Welcome to Logistic Engineering Services Training - LEST.

The LEST vision is to provide training and training services that ensures Students/Trainees and Clients who have undertaken training with us, are better equipped to off for having done so, and therefore are better prepared to face the challenges and goals that they have set for themselves.

LEST is not currently a Registered Training Organisation (RTO) but LEST and adheres to the Procedures and Policies as laid down by the Australian Quality Training Framework (AQTF). LEST also has achieved compliance with and accreditation to AS/NZS 9001:2000 Quality Standards.

LEST is a division of Logistic Engineering Services (LES) Pty Ltd. LEST was established because of the growing customer requirements to provide training in the specialist services that LES provides. LES have many highly qualified and extremely talented personnel in areas of Integrated Logistic Support, that although having its roots in Defence, also has many application in the civilian commercial and industrial sector.

LEST provides many training services, including, but not limited to:

- One-On-One training
- Group Training, Training Needs Analysis
- Training Doctrine Development
- Training Design
- Training Evaluation and Assessment.
- We also provide fully accredited training through supporting RTO's that allows us to award training certification with National Accreditation (Nationally Recognised Training).

We hope that at the end of your training experience with us, that you reflect on the experience, knowing that we've worked hard together to achieve your goals.

Regards
Shane Layt
Training Manager



2 LEST Charter

The following is the LEST Charter:

2.1 Our Mission

To be the pre-eminent centre of training excellence in multiple educational disciplines, including the theory and practice of "Integrated Logistic Support" (ILS), and to provide to our customers; trainers & training that are second to none.

2.2 Values

Our affinity with our clients challenges us to meet the specific learning needs which occur throughout their lifetime. We value the needs of our staff to participate in learning opportunities to enhance their personal and professional lives.

2.3 Goals and Objectives

By setting high standards of customer service, we aspire to achieve goals that involve dedication and innovation. We value the courage and determination required to be responsive to clients by searching for creative solutions.

2.4 Recognition

We respect the diversity of our students, trainees and staff - their differing personal and professional needs - and recognise their individual contributions through their innovation, ideas and practice.

2.5 Networking

Partnerships with other organisations and our communities provide strength and synergies which benefit our clients and our staff. Through effective communication throughout our organisation, our shared knowledge and experience builds our capability to achieve our strategic goals.

3 Code of Practice

Our Training Organisation aims to provide quality support for our students/trainees and customers to ensure that they achieve their goals. In order to do this, we are committed to the following:

3.1 Our Service

To provide, through a range of services, a level of education, training and development which equips individuals and organisations to meet the challenges of the future.

3.2 Our Service Code

LEST is committed to ensuring that the needs of individuals and organisations are met through integration of access and equity principles in all aspects of our service.

LEST will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

LEST will strive to provide a consistent quality service to our customers and will demonstrate this quality service in the following ways:

- By making our students, trainees and our customers our first priority
- By treating our students, trainees and our customers fairly and honestly
- By listening to our students, trainees and our customers, and respecting their individual rights and human dignity
- By advising students, trainees and our customers of their options, particularly if we are unable to meet their immediate needs
- By providing courteous and professional services
- By working as a team to better meet our students, trainees and customers needs
- By making our services easy to access

3.3 Standard Operating Procedures (SOP) 303 LEST Code of Practice

The following is a direct extract from the LEST Quality Training and Assessment Policy & Procedures Document better as Standard Operating Procedure (SOP) 303. Where any variance with SOP 303 and the Student Handbook, the SOP303 will take Precedence.

CODE OF PRACTICE

Purpose

This code of practice describes the LEST commitment to the maintenance of high standards in the provision of education, training and other client services.

Scope

This procedure applies to all persons employed by or contracted to LEST.

Responsible Parties

The Training Manager is responsible for the maintenance, control and issue of the SOP.

CODE OF PRACTICE

Educational standards:

LEST will adopt policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of trainees.

LEST will maintain a learning environment that is conducive to the success of trainees. LEST has the capacity to deliver the course(s) listed on its website and wherever advertised and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

LEST will maintain systems for recording and archiving trainee enrolments, attendance, completion, assessment outcomes, recognition of prior learning, grievances, qualifications and statements of attainment issued.

LEST will treat all personal records of clients confidentially.

Course delivery

LEST will, prior to course commencement, give trainees all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services.

LEST will ensure that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package and where appropriate, the Victorian Registrations and Qualifications Authority guidelines for customising courses where applicable

Staff

LEST will ensure that the responsibility for the management and coordination of training delivery, assessment (including the recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

LEST will ensure that all assessors have:

- demonstrated vocational competencies at least to the level of those being delivered
- demonstrated achievement of at the core competencies of TAAENV401 assessment
- industrial experience that is current and relevant to the particular course or modules they are assessing

LEST will ensure that all trainers have:

- demonstrated competencies at least to the level of those being delivered
- demonstrated achievement of at least Certificate IV in Training And Assessment
- industrial experience that is current and relevant to the particular course or modules that they are involved in delivering.

Training environment

LEST will comply with all laws relevant to the operation of the training premises including occupational health and safety and fire safety regulations and ensure that the training premises are of adequate size and have adequate heating, cooling lighting and ventilation.

LEST will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials and statements of attainment

LEST will issue credentials and/or statements of attendance to trainees who satisfactorily complete the requirements of the courses. Where appropriate, modules completed and/or national competencies achieved will be identified.

LEST will accept and mutually recognise the qualifications and statements of attainment awarded by all registered training organisations.

Quality assurance and improvement

LEST has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Marketing

LEST will market its education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Recruitment and selection

LEST will provide accurate, relevant and up-to-date information to trainees prior to commencement. This will include, but not be limited to:

- copy of code of practice
- certification to be issued to the trainee on completion, or partial completion of the course
- assessment procedures
- arrangements for the recognition of prior learning
- grievance/appeal procedure
- facilities and equipment
- trainee support services
- application process and selection criteria
- fees and costs involved in undertaking training; and
- fee refund policy.

Recruitment of trainees will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum. LEST will ensure that trainee application and selection processes are explicit and defensible and comply with access and equity principles.

Trainee grievances/appeals

LEST has a fair and equitable process for dealing with trainee grievances/appeals as part of its training and quality system.

Recognition of prior learning

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other life experience.

LEST aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

4 Fees and Charges

The vast majority of LEST provided training is conducted via contractual negotiations with large organisations and is therefore conducted through a pre-course purchase request from companies wanting group training. Some of our training, including RPL/RCC may be conducted through direct student/trainee payment, and the following is provided to cover such occasions.

4.1 General

Where costs are advised prior to commencement of a program, they should be regarded as indicative only and should be confirmed at the time of enrolment. Additional fees may be charged for printed material, protective clothing, excursions, tools, etc, but these costs will be identified to students/trainees prior to enrolment in the course.

A tuition fee, student services fee, material fees and any other applicable fees must be paid when enrolling. A student cannot be enrolled unless either all fees and charges have been paid, an instalment plan has been negotiated, or an Authority to Invoice has been approved.

4.2 Late Enrolment Fee

LEST may apply a late enrolment fee of \$40.00 if a student enrolls in one or more subjects at the same time after the advertised closing date for a program of study.

5 Refund Policy/Cancellations

The following are the refund and cancellation policies. Students/trainees are to make themselves aware of these policies and procedures prior to enrolling for courses at or with LEST.

5.1 General

A full refund of fees and charges paid **will** be granted:

- If a government funded course or subject is cancelled by the LEST
- If the student has enrolled in a subject and has received a credit transfer (The student must apply for a credit transfer within **5 weeks** of commencement)
- If the student paid a re-evaluation fee for a government funded subject, where the re-evaluation is successful

A partial refund of fees and charges paid **may** be granted:

- If a student withdraws prior to the class commencement date
- Exceptional circumstances prevents the student from completing the course.

Evidence of the above situations must be presented with a written refund application (i.e. medical certificate or other relevant documentation).

No fees, will be refunded where a student withdraws or cancels their enrolment after the start of study date of the class(es). Any outstanding invoices must be paid in full.

An administration charge of \$70.00 per refund application will be applied.

Refund requests must be lodged with LEST before the assessment for the subject ends. User charges will only be refunded where the goods and services have not been provided to the student.

5.2 Withdrawal

LEST reserves the right to cancel courses or modules/units of competency when insufficient students are enrolled. Students may be offered an alternative course date or they will receive a refund without any administrative fees.

5.3 Refund More Than Ten (10) Full Working Days Before Commencement of Courses

A student will receive a refund if cancelling at least ten (10) full working days prior to the commencement of the course. An administration charge of \$70.00 per refund application will be applied, plus any external charges that may apply. If an invoice/instalment plan exists, any remaining payments will be cancelled by LEST, less a cancellation fee of \$70.00.

Refund periods may vary on identified specialist courses and students should make themselves conversant with the terms and conditions of all courses prior to enrolment. Course fees, terms and conditions will be clearly identified on the enrolment form for the course.

5.4 Refund Less Than Ten (10) Full Working Days Before Commencement of Courses

A student will not receive a refund if cancelling less than ten (10) working days prior to the commencement of the course. LEST will not refund any fees and charges paid by/for the student and shall not cancel any remaining payments due in respect of the course.

6 Student Code of Conduct

LEST students are required to adhere to a Code of Conduct. A range of student rules have been set down by LEST to ensure students conduct themselves in a manner that neither damages the reputation and professional standing of LEST nor detracts from the image of a safe and positive learning environment. By adhering to the following basic rules of behaviour, students and staff should be able to reap great academic and social rewards from the learning experience at LEST.

6.1 Student Responsibilities

Students are responsible for:

- Enrolling before the prescribed closing date, and paying applicable fees before commencing classes.
- Ensuring that they enrol in modules/competencies for which they hold prerequisites.
- Purchasing all necessary books, materials and equipment as described in the course requirements on the enrolment form.
- Understanding the student requirements for assessment.
- Checking that holidays, business commitments etc, do not clash with examinations.
- Notifying LEST of any changes of address, or personal details.
- Maintaining a high standard of behaviour whilst undertaking LEST activities, and refraining from any acts that may result in damage to LEST property or unduly interfere with the comfort or convenience of others.
- Refraining from behaviour that may disrupt or interfere with the teaching or learning of others.
- Observation of all safety, health and hygiene requirements including safety directions, non- smoking areas, instructions, emergency evacuation procedures and appropriate dress, footwear and personal protective equipment standards.
- Not eating or drinking in the classroom unless it is identified that this is permitted during training.
- Keeping all areas of the training facility free from litter and graffiti.
- Observation of any other local requirements that may apply from time to time.
- Not bringing banned/illegal substances, alcohol or weapons on to LEST property or into a facility being used for training by LEST.
- Refraining from making defamatory comment in relation to staff, students or LEST.

Failure to comply with these terms and conditions would constitute misconduct and may result in dismissal action and/or legal proceedings.

6.2 LEST Property

Tools and equipment are provided for student use on some LEST courses. It is the responsibility of the student to ensure the equipment/tools are returned promptly and in good working order.

6.3 Copyright

All Learning Guides and training material produced by LEST are protected by copyright and may not be reproduced in any form without written permission from the LEST.

6.4 Plagiarism/Cheating

Students may not submit as their own work that which has been derived from another source. This constitutes plagiarism. All information sources must be properly acknowledged. A student shall not cheat or attempt to cheat in any examination or any other assessment. A student found cheating shall be

instantly informed of such by the trainer in charge (or supervisor), but allowed to finish the examination/assessment.

The trainer in charge (or supervisor) shall prepare a written report on the alleged cheating and attach the report to the student's examination paper or assessment. The matter shall then be referred to the Training Manager of LEST who will give the student reasonable opportunity to be heard after reading the report. The LEST Training Manager shall then make a ruling. Any student found plagiarising or cheating will be penalised. They will be awarded an "NYC" - "Not Yet Competent" and required to re-enrol in the unit of competency/subject at a later date.

7 Technical Training Safety Briefs

Where a hazard is assessed to be present in any of the LEST managed training environments, but more specifically in a technical environment where practical work is involved, LEST facilitators/instructors will provide a safety brief to all students/trainees prior to commencement of the training.

A general safety brief is given on every course that LEST provides covering the exits, facilities, fire rally points etc .

8 Courses Held at Client Sites or Other Educational Institutions

LEST courses conducted at client sites and other educational institutions still carry the same student/trainee requirements as courses conducted at the LEST site. Nevertheless, the rules and regulations imposed by the client site or educational institution must also be observed.

Where a conflict exists with the LEST Student Code of Conduct and an external organisations Student Code of Conduct, the external organisations Student Code of Conduct is to take precedence. The external organisations policies and procedures on Sexual harassment, Health and Safety, Equity and Diversity are all to take precedence over the LEST Policy and Procedures. LEST policies will take precedence (unless by prior arrangement) for Fees and Charges, Assessment, Refunds/Cancellations, Grievances and Appeals.

9 Courses Held at LEST Premises

Most courses run by LEST are conducted at the client premises or at hired training facilities, such as [Cliftons](#). The following information is provided for courses where they are conducted at the LEST offices.

9.1 Location

The LEST training room is located towards the back office area of LES Pty Ltd, First Floor, 294 Salmon Street, Port Melbourne, Vic, 3207. Students/Trainees who are attending a period of training at LEST can enter via the stairs to the front door of the office, and will be provided access to the premises via the secure key coded entry. The entrance to LES and LEST is directly across the street from the old GMH Head Office.

Should the front desk at LES be unattended on your arrival, students/trainees can use the intercom located at the front door to gain access to the building.

We can be contacted at:

Phone: (03) 8698 6400 (7:30am to 5:00pm)

Fax: (03) 8698 6444

Email: training@lest.com.au

9.2 Fire Plan

In the event of Fire, Students or Trainees ARE NOT to attempt to extinguish the fire, but are to leave the premises via the nearest fire exits as indicated in the initial student brief. The responsible LES or LEST staff fire team members will clear the building and attempt to extinguish the fire if possible. The assembly point for Students/Trainees in the event of fire is directly across the main street (Burgundy Street) in front of the newsagents. Students are requested to proceed directly to this assembly point in the event of fire so you can be accounted for when fire crews arrive.

9.3 Smoking

LEST and LES are a smoke free working environment. There is no smoking permitted anywhere inside the confines of LEST or LES. Students/Trainees who wish to smoke will be required to leave the building if they wish to smoke. As the facility is a secure environment, access doors and exits ARE NOT to be held open or to be left open for any reason.

9.4 Floor Plan and Exists

A floor plan of the LEST Training Facility is included at the front and rear doors of the facility. This shows the exit routes for emergencies and Fire extinguisher locations. It also provides a general overview of the facility.

9.5 Student Code of Conduct

Students/trainees enrolled into LEST courses, be they on-site at the LEST facility or at an external company training facility, are expected to be prepared for the training they are attending.

Students/trainees are expected to behave in a manner that permits all students/trainees to gain the most from attending the training. Students/trainees who disrupt training provided by LEST staff and continue to do so after a caution, may be expelled from the training session without the offer of retraining and will also forfeit any fees paid for that training.

9.6 Use of Kitchen Facilities

The kitchen area behind the Training Room is a shared facility between LES and LEST. Students/Trainees are free to use this facility during breaks from training or to make use of the Coffee and Tea making facilities. Items in the fridges and cupboards (other than those indicated by LEST Staff) are private property and are not for the use of Students or Trainees.

9.7 Toilets

Male and female toilets are located centrally within the LEST facility. These are shared facilities with LES/LEST staff and visiting personnel. It is requested that students/trainees respect the use of these facilities and report any fitted equipment or systems that are not functioning correctly to LEST Staff.

9.8 Use of Computers

In all cases where LEST provides computers for training, students/trainees are to take reasonable care in the handling and use of the equipment. All data and software that resides on computer hard drives, CDROM media, floppy discs or other data storage devices, within LEST, remains the property of LEST and must not be removed from LEST without prior consent from LEST Staff. Students/Trainees are to work in the data areas provided and directed by LEST Staff and are not to attempt to load or store data from external to LEST systems without the express permission of LEST Staff.

9.9 Prohibited Substances

The use or possession of prohibited substances on LES/LEST premises will not be tolerated. Students/Trainees found to be under the influence of, using on site, or in possession of prohibited substances will be asked to leave the premises.

9.10 Personal Attire

It is requested of all students that neat, clean attire be worn whilst attending courses at the LEST premises. Revealing attire by any students or staff is not acceptable and LEST Management reserves the right to assess the suitability of attire of students and staff for continued attendance at courses provided at LEST premises.

Courses where practical training is being conducted will be indicated in the individual pre-course instructions what clothing must be worn for students/trainees to attend the training.

9.11 Car Parking and Transport

Personnel attending courses at LEST should observe all signage in regards to parking, especially those indicating disability and private resident parking. Parking availability at LEST is very limited and it is strongly recommended that students use public transport wherever possible.

The LEST office is only eight minutes away from the CBD bus public transport is only a very short walk from the training facility.

All transport costs are to be met by the student/trainee unless otherwise arranged through your own organisations.

9.12 Shops, Medical and Banking Facilities

The LEST Office is located in Port Melbourne Business and industrial district. Personnel attending training at LEST Premises should consider bringing meals with them as there are few shopping facilities close to the office location.

9.13 Child Care

No child care facilities are available at the training venue and students/trainees should make their own arrangements for children whilst on course.

9.14 Security

LEST is a secure premises due to the nature of some of the Commercial-In-Confidence and Defence work it conducts. Students/trainees are advised that they cannot wander around inside the confines of the facility and must either remain in the designated training areas or can exit the building. The Training areas will be indicated to you upon your arrival.

Persons wishing to leave or enter the building must do so from the front door. The door is secure code accessed and students/trainees will be required to be let in by LES/LEST staff. Student may exit the building via the front door without staff intervention.

9.15 Telephones

Students may use the LEST phone for local calls on request to an LEST staff member. This is to be limited to short calls for taxi's or notifications for collection etc. Students are to use public telephones outside the facility for all other calls.

9.16 Mobile Phones

Mobile phones are to be switched off during periods of training unless special arrangements are made for the receipt of emergency calls. No catch-up training will be provided to those who use or accept calls to mobile phones during the training periods.

9.17 Disability Support Services

There are no facilities available at the LEST training centre at this time for persons with disabilities, but with prior warning, LEST staff will make every endeavour to meet the needs of personnel with disabilities.

9.18 Customer Service

See also: [Location](#)

Customer Service is provided via the contact information and times shown under the heading of Locations in this document.

10 Assessment

There are many methods of assessment that may be used. The following is some guidance on assessment guidelines used in LEST.

10.1 RPL/RCC

Recognition of Prior Learning (RPL) / Recognition of Current Competencies (RCC) takes into account skills and knowledge you may already have gained through life and work experiences. These are measured against your chosen course of study, and if relevant, you may be granted credits or exemptions from some parts of your studies.

If you think you may qualify for RPL/RCC or for assistance to complete the relevant forms, please contact LEST Senior Training Advisor.

10.2 Reassessment for a Module/Competency

Reassessment for a Module / Competency may be a:

- Resit of an examination or practical class; or
- Resubmission of a piece of written work.

Reassessment will not be allowed more than six (6) weeks from the original Result of Assessment date. Arrangements must be made with the facilitator/instructor of the module / competency for any reassessments.

11 Health and Safety

All persons in the workplace (including students) have obligations under Section 36 of the Workplace Health and Safety Act 1995.

These obligations are:

- To comply with the instructions given for workplace health and safety at the workplace by the employer at the workplace and, if the workplace is a construction workplace, the principal contractor for workplace health and safety at the workplace
- To use personal protective equipment if the equipment is provided by the worker's employer and the worker is properly instructed in its use.
- Not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety
- Not to wilfully place at risk the workplace health and safety of any person at the workplace
- Not to wilfully injure himself or herself.

Personal Protective Equipment (PPE)

It is mandatory in where stated for students or trainees to use PPE at all times. Students failing to comply, will be removed from the training environment.

First Aid

If first aid is required, please contact a staff member and they will advise a First Aid Officer, or if necessary, call an ambulance. Injuries or accidents on LEST property should be reported to a member of staff and a Work Injury/Incident Report must be completed.

12 Grievances and Appeals

The following paragraphs cover the policies and procedures for Grievances and Appeals.

12.1 Grievances

LEST has a fair and equitable process for dealing with student grievances. In the event that grievances cannot be resolved internally, we will advise students of the appropriate government body where they can seek further assistance. Circumstances that may result in a grievance could include:

- verbal abuse;
- discriminatory behaviour; and
- unprofessional behaviour.

Students who feel they have cause to lodge a grievance, should discuss the issues in the first instance with their instructor.

If a resolution is not reached, the relevant Operational Manager will attempt to resolve the matter informally.

12.2 Appeals

As a student you may at some time be unhappy about an academic decision or result. You have the right to appeal for a re-evaluation. Appeals must be lodged and the appeal fee paid within 14 days of the original decision being made. Avenues for appeal are as follows:

1. Approach the Trainer and/or Operational Manager to informally re-solve the matter. If you are unable to speak with either officer, please submit your concerns in writing within the 14 day period.
2. If you believe the matter cannot be resolved informally, you need to ensure the matter is progressed to the LEST Training Manager or the LES General Manager within the 14 day period.
3. If you are still dissatisfied with the outcome, the matter can be placed before the LEST Appeals Committee. The decision of this Committee is final.

4. Application for a re-evaluation of the result for a subject or part of a subject or competency incurs a fee. For re-evaluation of 1 hour or less the fee is \$80.00 or re-evaluation over 1 hour at cost. This fee is re-funded if the appeal is successful.

13 Sexual Harassment

Sexual Harassment is **unwanted** and **unwelcome** behaviour of a sexual nature. Sexual Harassment comes in many forms such as:

- leers or stares
- touches or brushes against your body
- persistence after you have said 'no'
- dirty jokes told in your presence
- display of offensive material
- unwelcome comments or personal questions
- use of intimidation to gain sexual gratification

State and Commonwealth legislation outlaws sexual harassment as a form of sexual discrimination. LEST takes its obligation under this legislation very seriously. LEST will not tolerate sexual harassment.

If you believe you are being or have been sexually harassed, it is suggested you take the following steps:

- tell the person you find their behaviour offensive. Keep a record of the incident;
- talk to the LEST Training Manager for advice and support in dealing with the feelings caused by the harassment.

14 Equity and Diversity

LEST is an active supporter of the principles and procedures involved with Equity and Diversity for both staff and students. LEST complies with and too, the government and educational policies and procedures related to Equity and Diversity. LEST is also an Equal Opportunity employer.

LEST is committed to providing equal opportunities in education and training for all. Diversity recognises that many factors influence the ability of people to participate and succeed in education and training and employment including prior educational experiences; cultural identity; language; learning styles; goals and expectations; motivation; work and social experiences; gender; values, beliefs and religion; income; family; geographic location and age.

Equity means 'fairness' and focuses on initiatives for certain groups of people. LEST recognises specific equity groups and is required to report on the achievement of outcomes for women; Indigenous Australians; people with a disability; people from a non-English speaking background; people with English literacy and numeracy needs and residents of rural and remote communities.