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Welcome to Library Training Services Australia (LTSA) and thank you for choosing us as your study provider.

We are thrilled that you have chosen to write your next chapter with LTSA as your partner in the commencement of your studies in Library and Information Services. We are passionate about the enormous value libraries and their services provide to their communities, and we are even more passionate about the infinite possibilities moving forward for Library and Information Services in the 21st century.

Likewise, we are just as excited about your future in Library and Information Services, as a steward successfully directing your 21st century library service to continued success, solving meaningful problems in your community, and in the process achieving your personal and career goals.

We look forward to partnering with you moving forward, to share in your quest for knowledge and understanding, and to ultimately help you deliver your dreams and life goals.

We want to assure you that your learning experience will be a positive one, that you will grow, develop, thrive and future-proof yourself in a rapidly changing library and information services environment.

This Handbook will provide you with all the information you need to commence and continue through your studies with the peace of mind that you are investing in your future with a provider offering best-practice education and support. We aim to leave you more confident, capable and inspired than before.

Likewise, you should feel confident that we have your best interest at heart and that we are constantly investing resources in your education, ensuring your success in the Library and Information Services sector.

I wish you every success in your study and always know that support is on hand to help you celebrate the good times and to assist you with the difficult times. Please reach out to us at any time. We’re here to help.

Wishing you the best for your studies,

Maciek Fibrich
College Director
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Contacting Library Training Services Australia

Please feel free to contact Library Training Services Australia with comments, questions, suggestions or other administrative matters on the details below. Also, please feel free to contact us to utilise our Student Support Services if you are experiencing any issues impacting on your study.

Phone: 1300 17 15 60 (inside Australia)
+61 7 3339 1542 (outside Australia)

Mobile: 0412 355 934

Email: support@ltsa.edu.au

Skype: Library Training Services Australia

Mail: Library Training Services Australia
PO Box 673
Albion BC, QLD 4010

Hours: Monday – Friday
8:30am – 5pm (AEST - QLD)

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Contact us:

www.ltsa.edu.au
1300 17 15 60
hello@ltsa.edu.au

Connect with us on Social Media:

/LTSAustralia
/LTSAustralia
/+LtsaEduAustralia

Library Training Services Australia
Search for support@ltsa.edu.au or Library Training Services Australia
Library Training Services Australia (LTSA) is Australia’s only dedicated provider of Library and Information Services (LIS) qualifications. As a leading Registered Training Organisation (RTO) in the LIS sector, we specialise in a quality, flexible and supportive education ensuring you are provided with the best opportunity to succeed in your future career.

Our goal, is to ensure that you have a successful career as a 21st century library professional, helping co-create outstanding and high-performing libraries that thrive in the 21st century digital economy. Education is one of the key tools that the LIS sector has in achieving this vision and goal.

Library Training Services Australia delivers the following Nationally Recognised qualifications:

- Certificate II in Information and Cultural Services (CUA20515)
- Certificate III in Library and Information Services (BSB31215)
- Certificate IV in Library and Information Services (BSB42115)
- Diploma of Library and Information Services (BSB52115) *

* LTSA’s Diploma is accredited with the Australian Library and Information Association (ALIA).

In addition to the above four qualifications, LTSA also deliver over 36 individual units that you can choose to study if you simply want to increase your competency (upskill) in a particular area.

In the near future, LTSA will start delivering additional learning experiences that will enhance the delivery of our standard qualifications and units. These will include Webinars, Study Tours, Short Courses and a number of other new initiatives.

We are committed to upholding our values of Integrity, Quality, Simplicity, Continuous Improvement, Flexibility, Sustainability and Communication.
Your support team

Maciek Fibrich
Maciek (a Polish name pronounced ‘Ma-chek’) is the College Director. Maciek started his career as a Library Monitor at school, and has loved libraries ever since! He has over 18 years of experience managing and working within the VET sector. He specialises in business consultancy focusing on RTOs, professional development, coaching and mentoring. Maciek was also the Editor of RTO Management Magazine. He loves books relating to professional development.

Natalia Fibrich
Natalia is LTSA’s General Manager. Natalia has always loved the library as an escape from the real world, where she could get lost in books. Natalia has over 10 years of experience working in adult learning, particularly from an organisational development and psychology perspective. She specialises in innovation, strategy development and delivery, blended learning solutions, and engaging adult learning experiences. Natalia used to be a professional ballroom dancer in a past life. Her favourite books are related to psychology and wellbeing.

Helen Ladewig
Helen is our delightful Training Manager. Helen has been devoted to library service for over 15 years, with extensive industry experience working in a number of different types of libraries. She started her working life as a pilot! Since then she has developed extensive expertise in library education, including the writing of advanced Learning Guides and Assessments. She has the rare ability to take complex topics, and simplify them into digestible bites, with patience, warmth and an enthusiasm that is absolutely infectious. Helen has a passion for reading novels, ancient history, science and science fiction!

Lesley Watson
Lesley is our lovely Assessor, responsible for some of the marking of student assessments. Lesley has been working in the LIS sector for over 25 years, with experience as a Reference Librarian and Library Manager, having worked in University, TAFE, government, public and corporate special libraries. Lesley does regular volunteer work, giving back to the community.
Danielle Aquino
Danielle is LTSA’s engine room – our Office Manager. She is the one who keeps us all in line! She has over 10 years’ experience in administration across a range of sectors, with a particular passion for genuine customer service, accounts, back-end systems and awesome company culture. You’ll be hearing from her often regarding admin and accounts stuff! Her favourite genre is historical fiction!

Teresa Fibrich
Teresa is the Wise Oracle at LTSA (our Student Support Officer). Teresa has worked in the RTO sector for over 13 years, having owned and managed her own highly successful RTO. She worked closely with her students and graduates helping them develop good business practices, build their confidence and skills, and motivate and inspire them through their studies. Teresa has a Diploma of Counselling and is undertaking some amazing community work with Lifeline. Teresa’s favourite book is, and always will be Anne of Green Gables by Lucy Maud Montgomery.

Billy
Billy is the real boss around here – our Team Supervisor. He spends his day lazing in the sunny spot, overseeing that stuff gets done, and patiently waiting for his next treat. It’s a tough job, but someone has to do it, and Billy is perfectly qualified! In his spare time, Billy loves chasing birds. He loves any canine-related books, his favourite of which is Spot, The Dog by Eric Hill.

“I’m not telling you it’s going to be easy. I’m telling you it’s going to be worth it.”
> Art Williams

“Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time…”
> Thomas Edison
LTSA inspires lifelong learning and fresh thinking, so that library workers have the skills and knowledge to make a profound impact in their communities, creating communities where each person matters, and where each person understands that they have the power to build a better future.

We do this by providing quality, flexible and supportive education in Library and Information Services.
How to get started?

We know starting a new course can be a daunting process. Every member of your LTSA Team has experienced this. There is so much to take in, and so much with which to become acquainted.

To get started, we suggest the following:

• Read this Handbook to see what services are available to you and what expectations there are regarding your study and the assessment process;
• Have a chat to Helen, your Training Manager about your course, your learning experience and assessment requirements, and ask any questions you may have;
• Have a chat to Teresa, your Student Support Officer about where you are at and how you are feeling about your study. She can assist you in identifying clear goals and potential derailers, and can help create a strategy to keep yourself on track. We are here to help you integrate your study into your life. We know how challenging this can feel sometimes!
• Read our “How to be a successful student” guide, and start to map out your study goals, plans and schedules;
• Have a chat to your Workplace Supervisor about your studies and about having the opportunity to apply your learning in a practical sense;
• Find a mentor. They can be great to help keep you accountable, and can provide great advice about ongoing professional development.
• Read the course overview and Learner Guides;

"The journey of a thousand miles begins with one step”
> Lao Tzu
• Take part in our additional learning activities;
• Never let getting stuck on one question derail your whole study! When you get stuck, reach out to us immediately. Don’t let one question prevent your progress through your course;
• Chat to your family about the commitment you are about to make, and what you will need of them to get through the study process. Set clear boundaries around your study time, and stick to them no matter what. Ensure everyone is clear of what you need to get through your study, and what goals you have. The support will be invaluable!
• And as already quoted, start with one step, repeat and keep walking! When you feel overwhelmed, stop, break it down to small chunks, and keep walking.

Always remember we are here for you, to help you and guide you. Never be concerned about contacting us.
Also referred to as VET (although we promise that the closest you will get to animals, is within the books in your workplace!), Library Training Services Australia is a Registered Training Organisation (RTO) providing qualifications in the Library and Information Services (LIS) sector. We are governed by Standards and a Legislative framework enforced by ASQA, or the Australian Skills Quality Authority, which includes the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations (RTOs) 2015.

At a qualification level, the course you have enrolled in has been drawn from a Training Package called the Business Services Training Package (Release 2.0) or BSB for short, or the Creative Arts and Culture Training Package (Release 2.0) or CUA in the case of the CUA20515 Certificate II in Information and Cultural Services.

Broadly speaking, a Training Package includes:

- **Units of Competency**: These define the skills and knowledge and the standard required to be competent. These are also known more colloquially as ‘units’ or ‘subjects’. An example of a Unit of Competency is BSBLIB305 – Use established cataloguing tools.

- **Qualification**: These combine several Units of Competency that are required to work within a specific occupation or at a particular level within an industry (for example, Library and Information Services). An example of a qualification is the BSB31215 Certificate III in Library and Information Services.

- **Assessment Guidelines**: Basically, these define the rules for how assessment must occur for assessing competence of Units of Competency.

We, as an RTO, must align the delivery of our education and assessment practices to the above Training Package components.

**Competency and what it means for you**

Someone who is competent, has acquired the required knowledge and skills to the level required for the relevant unit of competency, and can apply these skills and underpinning knowledge effectively and consistently in the workplace.

Our courses comprise of a combination of core (or compulsory) and elective units of competency, sometimes referred to as units or subjects, which need to be completed within a theoretical and practical workplace context.
As you progress through your course, you will be required to complete the required number of core and elective units as indicated in your course. All our courses are specifically designed to meet the needs of the Australian Library and Information Services industry.

**Course award**

On successful completion of your course, you will receive either:

- a Qualification, either a Certificate with the applicable qualification level or a Diploma,
- or
- a Statement of Attainment (for an individual or multiple units successfully completed).

**Note:** Certificates issued for Non-Accredited Short Courses, such as webinars, will not display the Nationally Recognised Training symbol, nor will they be recognised through the Australian Qualifications Framework. Only nationally recognised units or qualifications will display the Nationally Recognised Training symbol.
Studying at LTSA is all about delivering the ultimate in quality information, flexibility and support. The goal is to get you armed and ready to tackle the big challenges in a changing 21st century library landscape. By the time you are finished studying, you will have the skills and knowledge required to create and sustain a 21st century library.

We want to make studying with us as seamless as possible, and want to make sure it integrates into your busy life and schedule in a way that enables you to achieve your potential. Thus, all study is delivered by distance education which means that you can study at a pace that suits you, and in your own time.

Our courses are delivered via the delivery of PDF materials, with an associated assessment. We are currently implementing an e-learning platform, CloudAssess, which will mean that all learning and assessment will take place online. You will start to see more and more CloudAssess materials as your progress through your course.

A core component of studying at LTSA is the integration of theory and knowledge into a practical environment. This is called Work Integrated Learning and ensures that you are able to perform your skills and apply your knowledge in a practical context. We work with your Supervisor to ensure that you get the best learning experience possible, both through us, and through your workplace.

For more information about your course or any of the units within your course, refer to our website, www.ltsa.edu.au.

What we expect from you, our Student

LTSA is a specialist RTO delivering high-performing 21st century Library and Information Services workers. You have been accepted to study through us, as we believe in you, that you are perfectly capable of achieving your qualification or individual subjects. You wouldn’t be here otherwise. Your skills, talents and passion have brought you to where you are today, and have lead you to a career in Library and Information Services, and for that, we are so excited and thrilled to have you on board.

“You have to decide what your highest priorities are and have the courage – pleasantly, smilingly, nonapologetically – to say ‘no’ to other things. And the way to do that is by having a bigger ‘yes’ burning inside”

> Stephen Covey
Our goal is to contribute to a thriving and successful LIS sector. Our LIS sector is only as strong as the LIS workers who support it. Thus, we need to ensure that you will consistently bring your A-game. We expect that you will deliver your absolute best throughout your studies.

To achieve such an outcome, we expect you to:

- Understand and accept the enrolment conditions for the courses you undertake.
- Provide accurate personal information at time of enrolment, and to advise LTSA of any changes to your personal information, such as your address or phone numbers within seven days.
- Pay of all fees and charges associated with your course in the timeframes agreed with LTSA.
- Be absolutely committed to your studies, and to make study a priority in your life. We know its often tough to stay motivated and focussed on study whilst there is often so much going on in our personal and work lives… we’ve been there! But we know that it is possible. Use your passion, clear boundaries, clear goals and organisation skills to prioritise your study. Keep in mind the end goal, and keep driving towards it.
- Commit to studying at least the following minimum time per week:
  - 6 hours per week for the Certificate II,
  - 7 hours per week for the Certificate III,
  - 8 hours per week for the Certificate IV, and
  - 10 hours per week for the Diploma.
  - For individual subjects, the hours required will depend on the subject you are undertaking. This will be between 6 – 10 hours per week, depending on the AQF level of the subject. Any questions – ask!

We know that life can get messy at times. There is always room for flexibility, but just be very careful about compromising on your studies. The more you compromise, the harder it is to keep up, and the more out of control your studies get, creating the proverbial snowball.

- Commit to a paid or volunteering role in a library for the duration of the qualification or study period. It is suggested that you have access to your workplace for a minimum of 8 hours per week. Outside of a completed qualification, this experience is the best thing that you will have when it comes to finding your dream library and information services job in the future, and is an important practical context that partners with the education you receive from us.
- Commit to studying each subject in the timeframe specified. Extensions can be provided, however, these will need to be authorised in advance (and at a maximum of one extension per subject).

"Lack of time is actually a lack of priorities"
> Unknown
• Commit to submitting your best work possible. We will not accept work which is of substandard quality, or that doesn’t have correct APA6 referencing, and will allow for one resubmission only. We know that you can do great work, and want to see you give your best each time!

• Subscribe to the values of academic honesty by not cheating / plagiarizing in course work or assessments submitted for marking.

• Recognise the rights of staff and other students to be treated with respect, dignity and fairness, and behaving in an appropriate and acceptable manner towards them.

• Abide at all times with WH&S principles when studying and working or volunteering in the workplace.

• Promptly reporting all incidents of harassment or injury to LTSA.

• Respecting and observing policy guidelines and instructions from LTSA.

• Commit to staying in touch with LTSA throughout your studies. We need to know how you are going – whether you’re happy, whether you’re frustrated and over it, whether you love the subject or don’t... you get the picture! If we know how you are doing, then we can help support you through the highs and lows of longer-term study.

• Remember, a qualification isn’t a sprint, it is a marathon! We want to make sure that you have the commitment and stamina to get through this, and hence we are careful in only accepting enrolments for students who are absolutely committed to the study process.

“Success is the sum of small efforts, repeated day in and day out”
> Robert Collier
There are many versions of this story, but essentially, this is a story about prioritisation. Big rocks are what’s most important and valuable to you. These could be your career, love, relationships, wealth, health, spirituality etc. The sand is all the minutiae – the annoying things that pop up and cause us to fire-fight, without actually delivering positive, meaningful and long-term outcomes. Consider your life right now – are you prioritising the important aspects of your life – the Big Rocks, or are you being reactive and just dealing with the sand?

The point of all of this is that your success in completing your course of study (which will impact on your long-term career prospects), will directly be impacted by how you prioritise your studies. Make it your goal to prioritise your Big Rocks, and keep the small rocks and sand to a minimum. Of course the sand will be there, but where is your focus consistently going?

One day a teacher was speaking to a group of students. He pulled out an extremely large jar and set it on a table. Then he produced about a dozen big rocks and placed them, one at a time, into the jar.

When the jar was filled to the top and no more rocks would fit inside, he asked, “Is this jar full?”

Everyone said, “Yes.”

“Really?” he asked. “Let’s see.” He pulled out some gravel and dumped them in. He shook the jar, causing the pieces to work themselves down into the spaces between the big rocks. He asked the students again, “Is the jar full?”

His class was catching on quickly. “Probably not,” one of them answered.

“Very good!” he replied. He then brought out a bucket of sand. He started dumping the sand in and it went into all the spaces left between the rocks and the gravel. When he was finished he asked again, “Is this jar full?”

“No!” the class shouted.

“Excellent!” he replied. Then he grabbed a pitcher of water and poured it in until the jar was filled to the brim. The students looked at jar which was totally full, then looked back at him.

The teacher looked intently back at the students and asked, “What is the point of this illustration?”

One student said, “You could always fit more things into your life if you really work at it.”

The teacher said “That’s true, but it’s not the point of this illustration”. He said, “The point is, if you don’t put the big rocks in first, …… would you ever have gotten any of them in?”

Source: https://personalexcellence.co/blog/big-rocks/
LTSA recognises that you, as our student, have the right to:

- Expect to receive training of a high quality that recognises and appreciates your individual learning style and needs;
- Have your prior learning, acquired competencies and experience, appropriately recognised in determining your requirements for training and assessment;
- Be advised of the learning outcomes;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from your training program, if you, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent Trainers who observe their responsibility to address your learning needs, assist you to achieve the course outcomes, and assess your work fairly;
- Learn in a supportive learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness, regardless of special needs;
- Expect LTSA to be ethical and open in their dealings, their communications and their advertising;
- Expect LTSA to observe their duty of care to you;
- Efficient handling of administrative matters and the processing of fees and refunds;
- Expect LTSA to observe privacy and confidentiality laws, and secure storage of student records in accordance with the organisation’s policies, to the extent permitted by law.

LTSA is committed to delivering the above at all times.
Whilst our expectations of you may be high, so is our commitment to you!

LTSA is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to identify what your needs are. We encourage you to seek assistance or support by discussing these needs with your Training Manager or Student Support Officer, who will do their best to help.

If you have any special needs, including language, literacy, numeracy, learning, mobility, visual impairment, hearing, or any others that you feel could be an impediment or issue for your studies, please notify your Training Manager or Student Support Officer prior to commencing your course. Early notification will allow us to make any necessary adjustments to cater for such needs. Note that any information you provide to us in relation to your needs will remain strictly confidential.
Your health and wellbeing are of primary concern to us. We realise that these have a critical impact on your ability to study and achieve your goals and desired outcomes. Our goal is to provide the ultimate support to you to ensure that you can overcome any learning, work or life barriers to achieve your developmental and educational potential. Our student support services will celebrate the good times with you, and help support you through the difficult times. Studying by distance education can sometimes be lonely and isolating, but you’re never alone.

With ongoing and timely support, we know you can maintain motivation with your study, and that you can also prevent derailments from your study. Should you derail from your studies, we can help you get back on track.

Our Student Support Service objectives are:

- To contact you on a regular basis to check on your wellbeing and how you are progressing through your studies;
- To identify any issues or potential derailers that may impact on your education;
- To provide support that is short-term and solutions-focussed;
- To work in collaboration with services within the community to provide support to those who are at risk of disengagement, or struggling with more serious issues;
- To provide additional support to those with additional needs, who are disadvantaged or vulnerable, to enable them to achieve successful education and wellbeing outcomes;
- To target the delivery of individual support services to those who require specialised expertise, assessment and intervention, in order to overcome barriers to learning;
- Respond to emerging student wellbeing needs and contribute to identified study priorities.

It is important to note that this is short-term, solutions focussed support. We are not able to provide ongoing counselling or support outside of our areas of competency or expertise. We are an information and support source that can provide referrals to external support if necessary.
LTSA offers a learning environment that embraces, encourages and supports the participation of people from diverse backgrounds.

Diversity encompasses acceptance and respect. It is an understanding that each individual is unique, and a recognition and acceptance of our individual differences. These differences can include ethnicity, gender, sexual orientation, age, physical or mental abilities, family status, religious beliefs, perspective, experience, other ideologies or special needs.

The Library and Information Services sector is stronger and better because of our inherent diversity – let’s celebrate it, nurture it and support it!

“I know there is strength in the differences between us. I know there is comfort, where we overlap.”

> Ani DiFranco
LTSA takes WH&S very seriously. Please ensure that whilst studying or performing your work duties, you abide by your organisation’s WH&S Policy and Procedures. If you are unaware of where they are, or what they are, please ask your Supervisor immediately to show you where these are kept. Ensure that you read these, and understand them.

Ensure that your workspace is set up to prevent accidents, minimise personal injury, and take regular breaks. If you have any questions regarding WHS, be sure to speak up and let someone know (both verbally and in writing). WHS should always be a priority, and at LTSA, we absolutely prioritise your safety and wellbeing first and foremost.

For more information on setting up your workspace or study space appropriately, please visit: https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0006/83067/guide-ergo-comp-workstations.pdf

“As soon as you see a mistake or issue and don’t fix it, it becomes your mistake”
> Unknown
The learner guides are set up to provide as much theoretical knowledge and information as possible, in a structured and simple manner.

They provide further additional readings, websites, information resources, case studies and videos/graphics, which will enhance your overall understanding of the subject material.

Learner Guides will be provided to you electronically in PDF format (by email, in a dropbox, or in CloudAssess once established). You are permitted to print the Learner Guides for personal use or you can continue to access them electronically.

LTSA can provide printed Learner Guides to you that have been bound at a fee. Please contact LTSA should you wish to discuss this as an option.

It is strongly recommended that you read the full Learner Guide prior to undertaking your assessment. The whole point of doing a qualification is not just to pick up a Certificate, but to learn something new that is going to provide enormous benefit to you and your library. Those who just work through the assessment without reading the learner guide are missing such a massive aspect of their learning – what a shame to go to so much effort, pay so much, and only half bake the outcome!

If during your course, you notice that some of the hyperlinks are broken and don’t work, please do not hesitate to notify Helen, your Training Manager. Unfortunately, it is the nature of the internet that things regularly change, and this can result in broken hyperlinks despite our best efforts to keep them up-to-date.

Where possible, try to apply your theoretical learning in a practical environment. This will enhance your learning and retention. Explore, learn and enjoy!
Assessments are used in all vocational programs and are there to ensure that you have an understanding of the topic and can apply your learnings in the workplace. For Nationally Recognised qualifications, this means that you need to demonstrate that you satisfy the requirements as outlined by the relevant Units of Competency (subjects in Training Package).

At LTSA, assessments comprise of a range of tasks including a theoretical component, and also importantly, a practical component. The theoretic component requires you to answer questions in full sentences, to the level required by your qualification level. This will be specified in your assessment.

There is usually a practical or research component, which may require various forms of evidence, such as photographic, audio or video. These can all be collected using your smartphone. Practical assessments may also require your Workplace Supervisor to sign off successful completion of various tasks or projects. Your Supervisor is NOT responsible for assessing your work, but rather identifying that the work is your own, and that you have in fact completed tasks successfully in the workplace context.

All assessment requirements and expectations will be communicated to you prior to undertaking the assessment. And of course, if you have any questions along the way, please feel free to contact your Trainer/Assessor.

It is critical that you submit your best work possible. Assessments submitted in ‘bits and pieces’, and substandard assessments, including those with missing responses to questions or with incorrect or missing referencing, will not be accepted for marking. If an assessment is not deemed to be of the standard or quality expected, to the level of your best work and to the level expected by qualification or subject, then it will not be accepted, and you will need to re-submit your assessment within the permitted timeframe.

It is important to note that you will have access to one free resubmission. Each resubmission thereafter will be charged at a rate of $50 per resubmission. Remember you aren’t alone! Your Trainer and Assessor is on hand to assist with any questions or referencing issues you may have. Thus, reach out the first moment you are in need of help or support. We are always here to help you with any questions as they arise.

“Winners are not people who never fail, but people who never quit”
> Unknown
You must reference all sources used in your assessments in APA6 referencing style. If you have plagiarised your work, or simply copy and pasted sections, you will be provided with a written warning that any further plagiarism will result in the unit having to be redone, at a cost of $350. Your assessment will also be returned, and you will need to resubmit your work, which will count as one re-submission. Any further plagiarism thereafter may result in expulsion.

Assessments must be handed in within the permitted timeframe. This will be discussed with you prior to starting your studies. Most students study on a one subject per month basis, however, whatever timeframe is agreed to, then that is the maximum timeframe permitted to submit your assessment tasks.

Should you be running late, or should you need an extension, then you will need to apply for an extension in advance. Students that do not apply for an extension, and do not submit an assessment on time, will be deemed Not Competent in the subject, and will need to pay $50 to re-do the subject.

Students will have one extension request permissible per subject, with a maximum time period of 2 weeks authorised. Extensions are an exception, not a rule, and thus extensions will not automatically be given – they will need to be accompanied with a valid reason. Not prioritising ones’ studies is not deemed a valid reason.

Should you need to resubmit an assessment, you will have one week to do so. If you don’t submit the resubmission in time, then you will be deemed Not Competent, and you will need to pay $50 to resubmit the assessment.

Remember – Trainers and Assessors are always on hand to answer any questions you may have, and they are there to be contacted and used! Make sure you reach out – we want to see you achieve your best, and we know you can do it. Remember, we are on your side, and are here to support you to get through your studies. Any questions – simply ask!
Sometimes life doesn’t go to plan, and there are times where study just becomes temporarily too difficult to manage, along with everything else that you are trying to manage and deal with. This is completely understandable, and we are here to help you through this period, in any way that we can.

Firstly, we have our Student Support Officer to whom you can have a chat. Teresa is delightful to chat with, especially if you are going through anything that is difficult to manage. Teresa provides counselling through LifeLine, and has completed her Diploma of Counselling, so is well equipped to listen to whatever it is you are going through, and can provide support and assistance where possible. All of your discussions with Teresa are confidential, unless you are going to harm yourself, or someone else, or we are subpoenaed by the courts.

Secondly, you can take some time off your studies. Unfortunately, due to changes in curriculum and rapid changes in the industry, we are unable to provide indefinite deferment. We can, however, provide you with two periods of three months each of deferment – so a maximum total period of six months of deferment.

However, you may just need a month, or a few weeks. It really is up to you. You will just need to fill in an Application for Deferment form, which you can find on our website.

We are always happy to be flexible and most importantly, we are human, so please feel free to chat to us, let us know where you are at, and we will be happy to facilitate whatever we can do to help. The important thing is that we maintain open channels of communication. Where there is non-communication, and you aren’t responding to attempts to contact you for a period of three months, we will then need to assume that you have abandoned your studies, and you will be formally withdrawn from your study.

Should you wish to return to your studies at a later date after having been formally withdrawn, you will then need to re-apply to return to your studies, and you will need to pay $50 to re-sit the subject you were working on when you abandoned or left your studies. Note that any credits that you have for fees already paid will only last for a period of two years. If fees have increased during that time, you will need to pay the difference on top of the credit amount.
To avoid this, please just keep in touch with us. We are on your side, and want to see you succeed!

For any further information on this policy, or to discuss your particular scenario, please feel free to contact the General Manager on 1300 17 15 60, or on hello@ltsa.edu.au

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Submitting Assessments

In order to keep you motivated and challenged, assessments are automatically due one month after you have been issued with your learning guides and other information (unless otherwise agreed). Please note that if you require more time and require an extension, you must apply for this in writing using the Request for an Extension Form, accessible online at www.ltsa.edu.au. Some form of substantiating evidence for request for an extension is required.

Specifics around submitting your assessments will be provided in your assessment task. This will outline the file name, method of submission etc.

You will be notified of your assessment results via email from your trainer. A copy of your assessment results will be forwarded to your supervisor. If you have not successfully completed an area of your assessment, then you will be given feedback and be given the opportunity to resubmit your assessment, further completing a task to demonstrate competence in the required area. Remember that you only have one free resubmission, so make sure you give your assessment your best shot from the start.

Plagiarised assessments will not be accepted. Please refer to our Terms and Conditions of Study, and see our Plagiarism policy further in the handbook.

LTSA has facilities to provide flexible forms of assessment as required, for students in proven extenuating circumstances. In order to apply, please write to your Training Manager with details of your circumstances. The Training Manager will assess the application, and you will be notified in writing. If you feel you are not yet ready to be assessed or that the assessment is unfair, please contact your assessor to discuss your options. We are on your side, and want you to succeed!

All Assessments, where possible, should be sent through to your Training Manager via a DropBox link. Should that not be possible, please contact the Training Manager to discuss alternative options.
Your assessor will provide feedback on your performance in your assessment. Should you require any clarification, want further feedback, or if you do not agree with the feedback, please feel free to contact the assessor directly to discuss further.

Should you wish to appeal against a result on your student record or assessment, you will need to write a formal written letter to the Director, appealing the decision that was made. You will need to provide a detailed reason as to why you felt the outcome awarded is not satisfactory, and attach a copy of your assessment with the feedback from your trainer so that it can be reviewed.

All appeals must be made within 14 days from when you first received your assessment results.

A decision will be made by the Director, based on the information provided by you and information provided by the Assessor. A formal written response will be sent to you within 21 days.

A core value at LTSA is continuous improvement. This can only be achieved with the help of constructive feedback received from our clients, supervisors and students. We need your help to be better, and achieve better outcomes for you, your Supervisors, and the LIS sector more generally. We are grateful for any feedback that can be provided, and will do our best to accommodate the feedback to ensure we continue to meet and exceed your expectations, delivering better services and outcomes.

Simply email us directly, or fill in a feedback form on our website.
Credit Transfers

If you have studied before, you may be eligible to apply for a credit transfer. This means that the previous study you have undertaken may be able to count towards your new qualification. There are Vocational Education and Training (VET) rules and processes established around assessing credit transfers – they need to be deemed ‘equivalent’ by the Training Package.

The process of credit transfers involves submitting your Application Form, and emailing us a copy of your existing qualifications and your Academic Transcript or Statement(s) of Attainment.

On receipt of this information, we will then be able to assess whether the subjects you have completed are equivalent or applicable for transfer to your Library and Information Services qualification. Once a Credit Transfer has been authorised, we will prepare a course quote based on the remaining subjects that need to be completed.

If a subject is deemed not equivalent, you may still be able to apply for Recognition of Prior Learning instead.

For further information on Credit Transfers, please contact us.
Through your previous work, informal learning and experiences, you may have gathered a wealth of information that may enable you to apply for Recognition of Prior Learning (RPL).

RPL is the process of recognising that you may already be competent in an area, subject, or qualification, regardless of how, when or where your learning occurred.

Using RPL, can enable you to gain recognition for a single Unit of Competency, or an entire qualification, depending on your knowledge, experience and skillset.

In order to be granted RPL, you must be assessed by an assessor through a formal process of assessment that demonstrates that you are in fact competent in the skills, knowledge and outcomes required at the level of your unit or qualification.

If you are deemed competent, then you may be granted RPL for the unit (meaning you will be awarded a Statement of Attainment) or qualification (meaning you will be awarded the formal qualification).

If you are deemed not-yet competent, then you will either need to complete the full unit again, or just undertake further study in the area of non-competence. Once assessed as fully competent, you will be awarded the Statement of Attainment or Qualification.

The RPL process involves the following:

1. Identify an interest in RPL for a relevant subject / qualification
2. A subject / qualification RPL Kit is sent to you
3. Fill in the RPL Kit and provide all information and supporting documentation as required by the RPL Kit
4. Assessment of your application. Provision of an RPL Report by the assessor
5. Further information or explanation may be required
6. Ensure competence - if not yet competent, completion of assessment task will be required to ensure competence
7. Provision of RPL for unit or qualification
The RPL Kit involves:

- A Self-Assessment Checklist
- A Third Party RPL Kit – this must be completed by an appropriate third party person e.g. previous Supervisor or employer, verifying your performance and undertakings of specific activities to the specified criteria.
- Your answers to verbal questions during the Record of Conversation meeting between yourself and your assessor
- Space for you to insert information on how you do your job in the Library and Information Services environment, in relation to specific criteria. This includes practical examples.
- Direct observation of practical skills (where relevant and possible)
- Request for supporting documentation. This includes:
  - A detailed and up-to-date Resume or Curriculum Vitae (CV)
  - Certified copies of any relevant qualifications and transcripts you have completed, including any other professional development
  - Evidence that you have been working in a library and information services role during the past two years – this might include your position description, performance reviews and so on.
  - Evidence of undertaking particular work, such as relevant emails, copy of workplace appraisals, screen shots or videos showing examples of workplace activities, e.g. Cataloguing, signing up new borrowers etc., samples of workplace documents, testimonials etc.
  - Any other related documents

It is important to note that you are supported by the assessor through this process.

Note that due to the large amount of work involved in assessing RPL and collecting evidence of competence, RPL’s are charged at the same rate as studying a unit of competency. For more information on RPL, please don’t hesitate to contact us!
One of LTSA’s core values is integrity. We expect to be held accountable for being honest and ethical in all of our behaviours and actions. We also expect that the value of integrity is espoused by our students at all times. We would not expect under any circumstances for you to partake in any of the below academic misconduct. This is considered an extremely serious issue.

Plagiarism is about academic honesty. It is the act of presenting another person’s work as if it were your own, without acknowledging the author or source. These works or sources may include published or unpublished written works, interpretations, computer software, designs, music/sounds, images, photographs, and ideas or ideological frameworks. They may be in print and/or electronic media.

Collusion is the process of unauthorised collaboration resulting in two students presenting assessments that are plagiarised from each other, or other works. Both participants are considered as committing academic misconduct.

Examples of plagiarism include:

- Copying directly paragraphs, sentences, a single sentence;
- Copying ideas, concepts, research results, designs, images or any combination of these;
- Paraphrasing another’s work closely, with minor changes;
• Relying on a specific idea or interpretation that is not one’s own without identifying whose idea or interpretation it is;
• Cutting and pasting statements from multiple sources or piecing together work of others and representing them as original work;
• Presenting as independent, work done in collaboration with other people (e.g. another student, tutor etc.)

It is ok to quote a few lines or a paragraph from a book or resource, as long as you acknowledge it, and reference it appropriately (Please see our Referencing Guide further on).

Plagiarism is very serious, and as an acting participant in the Library and Information Services sector, it is crucial that you are aware of it and its implications. If you are found to have plagiarised work, including simply copying and pasting sentences or paragraphs, you will be provided with a written warning that any further plagiarism will result in the unit having to be redone, at a cost of $350. Your assessment will also be returned, and you will need to resubmit your work, which will count as one re-submission. Any further plagiarism thereafter may result in expulsion. You will not receive any refunds for fees already paid in advance.

Referencing Guide

Referencing is the process of identifying the sources of information you used in your assignments or written works. The referencing format used for study at LTSA is APA6 (American Psychological Association – 6th edition). Below is a basic guide.

There are some basic terms to become familiar with when discussing referencing:

“Quotation” An exact quote or reproduction of a text, phrase, or paragraph, requiring quotation marks.

Citing Formally recognising in the body of your text the source of information you used.

Citation Citing another writer’s ideas. That is, referring to an idea without actually quoting it word-for-word.

References A detailed list at the end of your assignment that lists all the sources of information used and cited in the document. It allows others to find the information if required. It is also known as a Bibliography.
There are two main features of the APA referencing style:

1) In-text citations: Within your assignment, when you refer to an information source, or extract a quote or idea, you need to cite your source by providing the surname(s) of the author(s) and the year of publication, in brackets. It is also recommended to put the page numbers from which the information comes from.

   e.g. Good use of grammar is cited by authors (Bennett, 1946, p.87) as…
   e.g. The writing process is a learned skill as proposed by Smith (1997, p.7)

   It is a simple method of clearly identifying a reference to another person’s work or ideas.

2) The Reference List (or Bibliography): This is the list at the end of your assignment that includes a full description of each source of information you used and cited, listing them in alphabetical order by the first author’s last name, regardless of format (i.e. includes videos, websites, books etc.).

The Reference List

• Begin your reference list on a new page, and title it References.
• Utilise double spacing, and have a hanging indent (that is, the first line is fully left justified, with the second line indented to the right by about 5-7 spaces).
• All of the references in the reference list must be cited in the text, and vice versa, all references cited in the text must be included in the reference list.
• List the references in alphabetical order by the first author’s surname.
• Where there are two articles with the same authors and date, add a letter suffix to the year of publication (e.g. 2010a, 2010b…)

• Provide organisation names in full.

• Do not add full stops after URLs (e.g. www.ltsa.edu.au)

• Special Reference List cases:
  - In the case of works by different authors with the same family name, list references alphabetically by the authors’ initials.
  - In the case of multiple works by the same author in different years, list references chronologically (earliest to latest).
  - In the case of multiple works by the same author in the same year, list references alphabetically by title in the Reference List.

• When referring to Books, Book Chapters, Article Titles or Webpages, capitalise only the first letter of the first word of a title and subtitle, and proper nouns.
  e.g. Aboriginals and the mining industry: Case studies of the Australian experience

• When referring to Journal Titles, capitalise all major words (do not capitalise words such as ‘of’, ‘and’, and ‘the’ unless they are the first word in the title).
  e.g. Journal of Exercise Science and Fitness

• When stating the location of the publisher, if inside the USA, use City, State (2 letters): Publisher.
  e.g. Malden, MA: Blackwell Publishing.

• When outside USA, use City, Country: Publisher.
  e.g. London, England: Lonely Planet.

Referencing Rules

Some common sources:

Books:
  Author, A. A. (Year). Title of work. Location: Publisher.

Journal:

Website:

Online video:

Blog post:

Course book:
  School Name, Institution Name (Year). Title of subject, (Subject code). Location: Publisher (Institution).
Below are further expansions on the above referencing rules:

<table>
<thead>
<tr>
<th>Type</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book – multiple authors (8+)</td>
<td>(Include names of first 6 authors, followed by three ellipses (…) then add the final author’s name.) Boettcher, S., Wacker, A., Moerike, K., Kopp, H. G., Jaschonek, K., Grobosch, T., ... Salih, H.R. etc.</td>
</tr>
</tbody>
</table>

If you need more information on any other types of sources, La Trobe University has a handy Academic Referencing Tool at [http://www.lib.latrobe.edu.au/referencing-tool/apa-6](http://www.lib.latrobe.edu.au/referencing-tool/apa-6) that is very simple to use.

Alternatively, please feel free to contact your trainer with any questions. They are a wealth of information, and a great resource to help you through when you get stuck.

Good referencing habits are important to cultivate, especially that you are working in a Library! Some tips to prevent plagiarism or referencing errors:

- It is important to keep track of all the information you consult in the research and writing of your assignment. There are some great citation and bibliography apps that can help you with this, such as: EasyBib, iSource, Quick Cite, Mendely, Endnote, myBib, or ReferenceMe.
- Make sure you write down the details you will need to reference each source, such as the author, title, place of publication etc.
The student disciplinary policy exists for the proper management of disciplinary issues. The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

LTSA promotes an environment in which students develop a positive and responsible attitude towards fellow students, staff, their studies and the general work / learning environment. When a student’s behaviour conflicts with LTSA Policies and expectations of proper and just behaviour, disciplinary action will be taken according to the policies of LTSA.

LTSA reserves the right to expel students immediately depending upon the seriousness of the misconduct. Fees will not be refunded. Where a student is under the age of 18, the matter will be resolved with the student’s legal guardian. LTSA will always conduct a fair and just investigation prior to making any decisions for disciplinary action.
It is important to note that the payment schedule is separate from your study schedule. That is, if you fall behind in your studies, you will still be required to pay according to the timeframe agreed with LTSA in advance. Tax invoices will be sent monthly or as agreed when fee instalments are due. If required, receipts will be issued on payment of fees.

Learning and assessment materials will not be issued to you, until confirmation of payment has been received for the relevant invoice. Course fees can be paid by credit card or direct deposit. Payments can be made over the telephone or over the internet.

Students are liable for the financial commitment to LTSA for the duration of their course. Students whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made.

*Please contact us to discuss your options if you are experiencing financial hardship. We are human and are always here to help during tough times.*

Remember, should you get two instalments behind in payment without contacting LTSA to discuss your circumstances, your enrolment will be suspended and you will be locked out of your course until you get in touch with LTSA. There will be re-enrolment fees applicable of $50. So please just contact us and chat! We’re on your side.

All current information on fees and charges can be found on our website [www.ltsa.edu.au](http://www.ltsa.edu.au).
LTSA offers a fair and equitable refund policy that complies with all regulatory requirements. We offer qualifications and units on a ‘fee-for-service’ or ‘pay-as-you-learn’ basis, meaning you simply pay in instalments as you progress through the course.

As such, refunds are rarely an issue, however you must be aware of the following conditions:

- Application fees are **non-refundable**, unless we are unable to deliver the course, and you have not completed any subjects;
- LTSA will refund any money paid by you for study you haven’t completed in the event we cancel or discontinue a course. We will not refund for subjects completed – you will be issued with a Statement of Attainment for subjects completed, which will enable you to receive Credit Transfers at other Registered Training Organisations for equivalent subjects.
- Fees paid for units are **non-refundable** for any reason, once we have sent you the learning materials;
- If you withdraw from a course due to illness (verified by a medical certificate), LTSA will refund any course fees paid for course materials not yet delivered. Should learning materials have been delivered, then the full amount is forfeited for the subjects where learning materials have been delivered.
- If you decide to withdraw from a course for any other reason, you may apply for a refund for any paid units where course materials have not been delivered, less a 20% administration fee. Should learning material have been delivered, then the full amount is forfeited for the subjects where learning materials have been delivered.

Students who withdraw from a course due to extenuating circumstances may apply for a refund, however, these will be considered on a case-by-case basis and offered solely at the discretion of the College Director.

**Refund Policy**

**Privacy Statement**

LTSA at all times will comply with the 13 Australian Privacy Principles (APPs) in the handling of personal information of students:

1. **Open and transparent management of personal information:**
   LTSA will document how we manage personal information and when requested, will make it available to the person to whom it legally relates.
2. **Anonymity and pseudonymity:**
   Wherever applicable or relevant, LTSA will provide the opportunity for you to interact with us without identifying yourself.

3. **Collection of solicited personal information:**
   LTSA will collect only the information necessary to perform its functions in a lawful and fair way. You will be told the purposes for which the information is collected.

4. **Dealing with unsolicited personal information:**
   LTSA will deal appropriately with the receipt of any unsolicited personal information at all times.

5. **Notification of the collection of personal information:**
   LTSA will notify you of the collection of any personal information, and the circumstances surrounding such collection.

6. **Use or disclosure of personal information:**
   Personal information will not be used or disclosed for a secondary purpose unless you have consented or a prescribed exception applies.

7. **Direct marketing:**
   Any personal information we hold, will not be used or disclosed for the purpose of direct marketing, unless prescribed exceptions apply.

8. **Cross-border disclosure of personal information:**
   Your privacy protections apply to the transfer of personal information out of Australia.

9. **Adoption, use or disclosure of government related identifiers:**
   Government related identifiers (e.g. Medicare numbers or tax file number) will only be used for the purposes for which they were issued. LTSA will not assign these unique identifiers, except where it is necessary to carry out its functions and except as permitted by law.
Library Training Services Australia is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in your course, please discuss this with your Training Manager and they will be more than willing to help you.

Remember that we will be including your Supervisor in discussions around your progress and results. If you have an issue with this, then please raise it with your Training Manager.

10. Quality of personal information:
   LTSA will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date.

11. Security of personal information:
   LTSA will take all reasonable steps to protect the personal information it holds from misuse, interference, loss and from unauthorised access, modification or disclosure.

12. Access to personal information:
   You will be given access to any personal information held, except to the extent that prescribed exceptions apply.

13. Correction of personal information:
   LTSA will take all reasonable steps to correct any information that is deemed inaccurate, out of date, incomplete, irrelevant or misleading.

For more information on the APPs, please visit the Australian Government, Office of the Australian Information Commissioner.

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Access to Student Records and Participation

Library Training Services Australia is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in your course, please discuss this with your Training Manager and they will be more than willing to help you.

Remember that we will be including your Supervisor in discussions around your progress and results. If you have an issue with this, then please raise it with your Training Manager.
Whist the following topic may be somewhat dry, the reality is that ignorance is no excuse.

As a student of LTSA you are required to know your responsibility in relation to various Acts and Regulations. Also, the government requires us to provide you with this information so as dry as this topic may be, we need to discuss some legal fundamentals with you.

LTSA adheres to all legislation relevant to its operations and services provided. As a national provider, we ensure that we remain up-to-date on changes to relevant legislation.

There is legislation that you need to make yourself aware of during your course. These include (but not limited to):

**Commonwealth Legislation:**
- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- Copyright Act 1968
- Higher Education Support Act 2003
- Competition and Consumer Act 2010
- Corporations Act 2001

Whilst LTSA provides education Australia-wide and internationally, we are based in QLD, and thus adhere specifically to QLD-based legislation, including:

- Work Health and Safety Act 2011 (QLD)
- Fair Trading Act 1989 (QLD)
- Anti-Discrimination Act 1991 (QLD)

The RTO has copies of all Legislation for your reference or you may view and download copies off the internet at [www.austlii.edu.au](http://www.austlii.edu.au)
By signing the Terms and Conditions for Study with LTSA, you agree that all intellectual property rights in the material provided to you, such as learning guides and assessments, belong to LTSA.

We have worked extremely hard to create this material for you, and thus, it may only be used for personal use. You must not copy or distribute the material to others or use it for commercial purposes other than as a personal reference. This obligation will continue, even after you have ceased or completed your education through LTSA.

If you wish to utilise any of our material outside of simply personal use, then please just contact us and let us know. Thank you in advance!
LTSA takes all complaints and appeals very seriously.

Should you have a complaint or appeal, the following steps are to be followed:

1) Discuss the issue / complaint with the person involved to try and resolve the issue mutually.

2) If no resolution can be reached, please discuss the issue with your trainer to see if it can be resolved.

3) If a resolution is unable to be achieved, please write to the Director within seven days stating:
   i. A description of the complaint or appeal
   ii. State whether you wish to formally present your case
   iii. What steps you have taken to deal with the issue
   iv. What you would like the outcomes to be

Please send this letter to:

Address: The College Director
Library Training Services Australia
PO Box 673
Albion BC, QLD, 4010
4) The Director will respond within two business days of receiving the written notification, notifying you of receipt of your complaint / appeal.

5) The Director will present a formal response / resolution within seven days, after he has had the opportunity to review all the required evidence and documentation, and after he has had the opportunity to liaise with all parties involved.

6) Should the issue still not be resolved to the student’s satisfaction, LTSA will make arrangements for the involvement of an independent, external person or party to resolve the issue. The student will be given the opportunity to formally present his / her case. The time frame for this process should not take longer than 14 days.

7) All parties involved will be provided with a written statement of the decision and outcomes, including reasons within a 14 day period.

8) If you are still not happy with external mediation, you may take your complaint to the relevant authority, which in the case of the VET sector, is the Australian Skills Quality Authority (ASQA). More information on their complaints process can be found on ASQA’s website, www.asqa.gov.au, or by contacting them on 1300 701 801.

However, it is important to note that we want to work together with you at all times in finding solutions that are just and equitable.

The following forms can be found on our website:

- Complaints Form
- Request for Extension Form
- Deferment Form
- Assessment Appeals Form
- Refund Request Form