

# Transform your life

A positive and engaging,  
life-changing experience.



Course Guide

11069NAT

## Diploma of Positive Psychology and Wellbeing



RTO No: 40655

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# Welcome

Thank you for your interest in our 11069NAT Diploma of Positive Psychology and Wellbeing.

We are truly delighted to offer the world's first nationally accredited Diploma qualification that equips you with the knowledge, skill and competence to apply positive psychology to increase individual, collective and business wellbeing.

As positive psychology and the science of optimal human flourishing has entered the mainstream, wellbeing is increasingly recognised as a personal, business and social imperative. In response to extensive research and analysis of emerging needs in workplaces, communities, schools and health-care environments, this course has been designed to fill the gap in accredited, evidence-based training. Launched in Australia in 2013, the 11069NAT Diploma of Positive Psychology and Wellbeing offers a break-through opportunity to become a qualified practitioner of positive psychology.

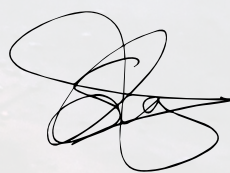
This course has further been purposefully designed to provide you with:

- **Flexible learning options:** The course can be completed in as few as four months or as long as a year, according to your preferred pace and schedule
- **Balance:** A choice of face-to-face workshops or virtual live learning, plus facilitated small group support, self-paced learning and work-based assessment, allows you to fit your study into your lifestyle and work commitments
- **Opportunity for specialisation:** After gaining core competencies, you can select specialised streams enabling you to apply techniques in your areas of interest and professional expertise
- **Expert facilitation and support:** A peer cohort offers support and diversity to enhance your learning experience; qualified coaches guide small group sessions, and master trainers and positive psychology experts convert research and theory into everyday applications
- **Applied practice:** Study, plan and implement positive psychology interventions based on best-practice knowledge and empirical research, while experiencing benefits in your life and others'

Our course guide includes a course outline, alumni profiles and frequently asked questions about the course format, assessment, recognition and payment options. We will be in touch shortly to answer any questions.

We look forward to inspiring you to help others live more flourishing lives!

Kind regards



Sue Langley  
Academic Director



Yulia Zlatkin  
CEO

# Why study positive psychology?

Positive Psychology is the scientific study of optimum functioning and wellbeing.

It is a thriving and exciting field thanks to an explosion of interest and research over the past 20 years. Caring for people's wellbeing is increasingly recognised as a personal, business and social imperative.

- Organisations are realising the value of positive psychology for exceptional performance
- Educators are successfully applying strategies to create flourishing futures for students, educators, principals, staff, parents and the whole school community
- Governments are measuring and promoting wellbeing as part of economic policy
- Individuals and families are learning tools to increase happiness and wellbeing

## Unique benefits

The 11069NAT Diploma of Positive Psychology and Wellbeing is designed for busy professionals who want to learn how to apply positive psychology in their work, informed by research and best practice. The course delivers comprehensive, university-level content in practical and applied contexts. It is also unique in drawing on the latest research in neuroscience and emotional intelligence.

### Key benefits of this unique and practical course:

- Flexible, self-paced learning completed within a year
- Designed by one of the world's leading training organisations specialising in positive psychology with inspiring and expert facilitation by experienced practitioners
- On successful completion of all training and assessment requirements graduates will receive a nationally recognised qualification
- Candidates learn applications across positive psychology and apply them to their area of interest or toward professional expertise in specialised streams
- With practical content and robust assessment, employers can be confident of graduate competence
- Graduates complete a series of personal wellbeing inventories, including the Work on Wellbeing and Strengths Profile. Immediate benefits are experienced in their own lives and the lives of others by applying positive psychology practice



**NATIONALLY RECOGNISED  
TRAINING**

## Who should participate?

**Coaches**, organisational consultants, trainers

**Psychologists**, counsellors, positive psychology practitioners

**Human resource managers**, learning and development managers, organisational development managers, training managers, change agents

**Leaders**, supervisors, managers, business owners and others who want to bring out the best in their people or staff

**Wellbeing consultants**, health and safety officers, employee assistance workers, return to work specialists

**Teachers**, principals, school counsellors, parents

**Policy makers**, community workers

**Recent graduates** of undergraduate or short courses who wish to increase their skills and use the qualification as a stepping stone for employment or change in employment

**Anyone** who wants to apply positive psychology in their personal and professional life for wellbeing and flourishing

**World's first 11069NAT Diploma of Positive Psychology and Wellbeing accredited by the Australian government.**

# Choose your journey



[langleygroupinstitute.com/dates](https://langleygroupinstitute.com/dates)

We offer flexible learning to fit your lifestyle and work commitments; Complete within 12 months, at your own pace.

Overall if you dedicate just three to four hours a week to this course, and you will complete it in nine to 12 months. The spacing of time for the virtual and in-person option varies a little.

**For the virtual option:** Enjoy 15 x three hours per week of live learning webinars which cover the six core units. Commence your self-paced assessments whilst completing your webinars. At the completion of the webinars, dedicate the three to four hours per week for your self-paced assessments and electives.

**For the face-to-face option:** Immerse yourself in six days of intensive learning for the six core units. Upon completion of the six days, continue the journey with three to four hours per week of self-paced assessments and electives.

## Virtual Live Learning

### Online

Flexible learning to fit your lifestyle and work commitments.

- Virtual group experiences featuring fun, experiential activities and learning, plus online electives and peer cohort support
- Personal Strengths Profile assessment, report, and one-on-one coaching debrief session
- Psychological and wellbeing assessments



## Australia – Byron Bay & Sydney

### Face-to-Face

This journey gives you the unique opportunity to escape the hustle and bustle of every-day life and study the 11069NAT Diploma of Positive Psychology and Wellbeing in one of the world's most beautiful and vibrant holiday destinations. Immerse yourself in this once in a lifetime learning experience.



## New Zealand – Christchurch & Auckland

### Face-to-Face

We are excited to be partnering with the New Zealand Institute of Wellbeing and Resilience (NZIWR) to deliver this positive and engaging, life-changing experience!



# 11069NAT

## Diploma of Positive Psychology and Wellbeing

To be awarded the 11069NAT Diploma of Positive Psychology and Wellbeing, students must successfully complete eight units of competency made up of six core units and two elective units.

### Six core units of competency

The core units of competency provide theory, research and practical tools around the key areas of positive psychology and wellbeing. The course is all about practical and experiential elements of positive psychology, so throughout the units you will complete diagnostics, review key readings, reflect on yourself, complete activities and written assessments.

The core units of competency will give you an extensive overview with suggestions for more reading and learning for those who want to over achieve or explore these areas further.



#### **NAT11069001: Research and apply theories of positive psychology to establish and develop own level of wellbeing**

This module provides a basic awareness of what positive psychology is and isn't, the key theories and researchers. It will also allow you to start to build your own personal profile linked to positive psychology measures.



#### **NAT11069002: Develop and apply interventions to leverage positive emotions**

This module focuses on emotions exploring the theories and tangible activities that can boost positive emotions. You will complete lots of experiential activities to develop your own skills, help you build resilience in yourself and others, and apply emotions intelligently.



#### **NAT11069003: Develop engagement interventions for personal and professional growth**

Focusing on flow and strengths this module includes your own personal Expert Strengths Profile and debrief, a leading evidence-based tool. You will explore the key approaches and activities around building engagement in life - personally and professionally for you and others.



#### **NAT11069004: Develop and implement interventions to increase meaning and fulfilment in different settings**

Exploring the key researchers around meaning and the importance of purpose and values in life, this module will look at different ways of gaining meaning and fulfilment in life and how these can increase wellbeing and life satisfaction.



#### **NAT11069005: Develop and implement interventions to build positive relationships**

This module is all about the importance of positive relationships on wellbeing - whether personally or at work. Including positive communication, it will help build understanding and experience in how to develop positive relationships.



#### **NAT11069006: Establish and monitor achievement of positive goals for personal and professional growth**

As teleological beings goals are important to us and contribute to our sense of accomplishment and self efficacy. This module will explore individual mindset and goal setting around flourishing in life - whatever that means to us or the people we work with.



## Six elective units of competency

The elective units of competency provide the opportunity to apply what you have learnt in the core modules in a personal and professional context. The electives are all about application and exploration. You will be putting what you have learnt into practice for yourself, your organisation, your community.

All electives will be completed via online tutorials. Our team is there to help you and you can draw on the support and assistance from your peers where possible. Assessments can be completed in your own time with support from your student coach if needed. You are only required to complete two of the electives listed below.



### **NAT11069007: Apply positive coaching to increase individual wellbeing**

The coaching elective does not teach you to coach, it explores how to use positive psychology interventions in coaching to increase personal and professional wellbeing and facilitate positive mindset and action.



### **NAT11069008: Increase organisational performance through application of positive leadership strategies**

The leadership elective applies positive psychology tools and techniques to a leadership environment and includes applying interventions across a team or unit to increase performance, engagement and wellbeing.



### **NAT11069009: Develop and implement positive parenting interventions**

This elective is about applying positive psychology tools with children. You do not have to be a parent to take the parenting elective, it is designed for parents and for those who lead, teach and influence children in their role.



### **NAT11069010: Develop strategies for implementation to create positive communities**

The community elective looks at applying positive psychology interventions across a community or not-for-profit environment. It is for those who want to make a holistic impact on group wellbeing or contribute to positive policy and social capital.



### **NAT11069011: Develop strategies for implementation to create positive education institutions**

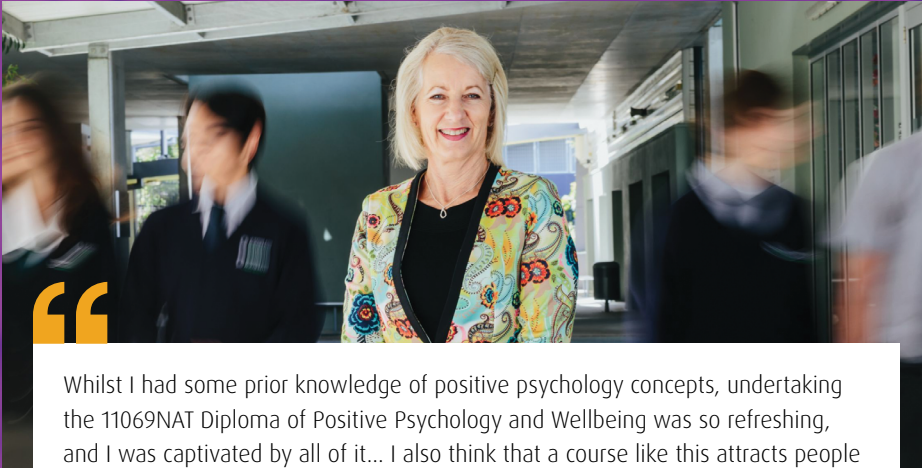
The education elective is designed for those working in a school or education setting and explores application of positive psychology from a whole school approach.



### **NAT11069012: Develop strategies for implementation to increase positive human resource practices**

The HR elective looks at building positive psychology tools across an organisation including all areas of HR from recruitment to exit. This elective takes a positive organisational scholarship approach to attracting, recruiting, retaining and developing people.

# Ripple Stories



“

Whilst I had some prior knowledge of positive psychology concepts, undertaking the 11069NAT Diploma of Positive Psychology and Wellbeing was so refreshing, and I was captivated by all of it... I also think that a course like this attracts people of a particular generosity and positivity, and whilst our group was made up of people from a range of places, industries and backgrounds, we learned so well due to the synergy in the group.”

**Jane Sleeman**

School Principal at Queensland Academy

*Byron Bay - 2017*

[langleygroupinstitute.com/jane-sleeman](http://langleygroupinstitute.com/jane-sleeman)

“



This programme helped me grow on a personal and professional level by providing me with a variety of different skills and techniques that I could apply on a daily basis for either myself or a variety of stakeholders and learners and across the business.”

**Selma Ozkan**

Head of People and Performance,  
Brightside Co.

*Sydney - 2016 - Alumni*

[langleygroupinstitute.com/selma-ozkan](http://langleygroupinstitute.com/selma-ozkan)



“

[langleygroupinstitute.com/ashraf-helal](http://langleygroupinstitute.com/ashraf-helal)

If I had to put my experience during the course into three words, it would be “Pleasant, Stretching and Nourishing”! I savoured every moment of the face-to-face modules, then I was intrinsically motivated to continue studying and reading, both to complete my assignments and because I had found an immediate clear impact on my work, family and clients.”

**Ashraf Helal**

Founder and Lead Coach and  
Consultant,  
HELAL for Coaching and Management  
Consultancy

*London - 2018 - Alumni*

“

Personally completing the assignments and trying the interventions was so powerful. My self-instigated learning prior to the Diploma was centred around bringing the science to others and embedding it with a work culture. I have always been buoyant and engaged in work and in life, yet I have grown tremendously as a result of applying the principles personally.”

**Jane Wundersitz**

WunderTraining Founder

*Adelaide - 2014 - Alumni*

[langleygroupinstitute.com/jane-wundersitz](http://langleygroupinstitute.com/jane-wundersitz)





“What I also loved about the Diploma was the very comfortable learning environment. Sue and her team provide a space that is encouraging and inclusive. You leave feeling like you have acquired a new family. I recently attended a corporate health and wellbeing summit where I met fellow diploma students, and it was like we had been friends forever.”

**Julia Maddison**

L&D Specialist, Sanofi Pharmaceuticals

*Sydney – 2017 – Alumni*

[langleygroupinstitute.com/julia-maddison](http://langleygroupinstitute.com/julia-maddison)



[langleygroupinstitute.com/kate-worrall](http://langleygroupinstitute.com/kate-worrall)

“The course was fantastic. While my initial interest in the course was from a work perspective, many of the concepts were equally applicable to my personal life, and as a parent. The learnings around meaning and purpose really resonated with me which took me by surprise as it wasn't an area I had focused on previously.”

**Kate Worrall**

Organisational Development Specialist, City of Newcastle

*Sydney – 2019 – Alumni*



Overall I believe the lessons I have learned from the 11069NAT Diploma of Positive Psychology and Wellbeing have helped to make me calmer, more in tune with what is important in my life, more committed to living a full and joyous life, and more focused on sharing the joy and positivity with those around me.



**Kellie Mills**

Partner in Mills-Eaton Training

*Sydney – 2017 – Alumni*

[langleygroupinstitute.com/kellie-mills](http://langleygroupinstitute.com/kellie-mills)



“I found the experience transformational. I greatly enjoyed the initial face to face sessions where we learned about the major positive psychology theories, discussed their practical use and talked about ways they could be incorporated into our work and personal lives. We studied and practiced mindfulness, we created experimental art and supported each other as we went through many personal and meaningful exercises. We were vulnerable and we laughed (more than I expected), and cried (also more than I expected).”

**Chris Talbot**

Owner and Director of a Legal Practice and a Financial Planning business

*Brisbane – 2017 – Alumni*

[langleygroupinstitute.com/chris-talbot](http://langleygroupinstitute.com/chris-talbot)

# Course Overview



## Global opportunity

Wherever you are in the world this Diploma works perfectly. Various time zones are catered for, and the flexibility of the programme means you can build the learning into your life.



## Eclectic approach

The 11069NAT Diploma of Positive Psychology and Wellbeing does not subscribe to one model or framework. It aims to provide students with a broad and unbiased view of a range of researchers, models, frameworks, inventories, tools and interventions. We consider the course a smorgasbord of the latest and greatest research in the field, encouraging students to apply, practice and make up their own minds.





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## Expert facilitators

Specialist facilitators, coaches and learning professionals will support your learning, teach and help develop skills. Our team live and breathe positive psychology, converting science into everyday language and simple, practical tools.

Designed by Sue Langley, the Academic Director of the Langley Group Institute, Sue and her team are the leading experts on the practical application of positive psychology, neuroscience and emotional intelligence. Sue is also a keynote speaker, global consultant and positive leadership expert.

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## Learning outcomes

The 11069NAT Diploma of Positive Psychology and Wellbeing equips you with the knowledge, skills and competence to apply positive psychology principles to increase individual, business and collective wellbeing. Career prospects will be enhanced in environments where capacity to build resilience, engagement and performance are required.

Candidates will learn to:

- Measure and build individual, workplace and educational flourishing;
  - Plan, implement and assess positive psychology interventions and strategies
- 

## Assessment

All assessments will be based on competency-based training and assessment principles and will result in a 'Competent' or 'Not yet competent' outcome. Your competency will be determined by observation of simulated and practical activities, structured questioning, discussion, presentation, and written work.

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## Recognition and awards

The qualification has been accredited by the Australian Skills Quality Authority (ASQA).

A 11069NAT Diploma of Positive Psychology and Wellbeing from the Langley Group Institute (RTO 40655) will be awarded on successful completion.

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## General information

### How is the Diploma structured?

The 11069NAT Diploma of Positive Psychology and Wellbeing consists of six core units of competency, a choice of two elective units of competency and a range of assessment activities. Exchange with your peer cohort will support your learning.

### Immersion Diploma Option

Part 1: Immerse yourself in six days of intensive face-to-face learning where core unit content is covered.

Part 2: Engage in self-paced assessments for core units.

Part 3: Dive into content for two electives and their assessments.

The two elective units are completed online and consist of individually recorded lectures accessible via an online platform, and assessment and learning resources.

### Virtual Live Diploma Option

Part 1: The content of the six core units will be covered over 15 weekly live learning sessions.

Part 2: Engage in self-paced assessments for core units.

Part 3: Dive into content for two electives and their assessments.

The two elective units are completed online and consist of individually recorded lectures accessible via an online platform, and assessment and learning resources.

### How long is the course?

Dedicate just three to four hours a week to this course additionally to your face-to-face or virtual training, and you will complete it in nine to 12 months. The course can be completed in shorter time frames when a student can dedicate more time to the self-paced learning or has significant prior experience. When the course is not completed within the 12 months, an extension will need to be applied for and the student may need to re-enrol.

### How do I access the materials?

There is a student portal to access all the information you need to complete the Diploma. All the readings, materials, videos and assessment information are online and a student login will be provided upon enrolment.

### When can I complete the electives?

It is encouraged that all core units are completed before starting the electives as you will need to integrate the learning from the core units into your elective assessments.

### What if I want to study more than two electives?

Students must complete two electives to gain the qualification. Additional electives are available at an additional fee.

### Can the Diploma be delivered in-house?

Yes. We can tailor a programme for an organisation or group. Ask us about opportunities to bring this course to your organisation or network.

### What are the entry level requirements for the Diploma?

Students must be over the age of 18 years.

Elective unit NAT11069009 Develop and implement positive parenting interventions requires students to hold a "Working with Children" clearance if accessing children in the workplace.

Students must have access to a computer and the internet.

The minimum LLN requirements include:

- High level language, literacy, and numeracy levels – sufficient to interpret documents, articulate ideas and prepare written reports
- Computer skills for researching, developing documents, and saving and retrieval of information

### Do I need to complete any pre-work?

Yes. You will be given key readings, wellbeing diagnostics and a Strengths Profile which will need to be completed before some of the virtual or face-to-face sessions. Details will be provided on enrolment. We encourage you to get a head start on the key readings.

### What does the Strengths Profile involve?

Strengths Profile is a world-leading strengths tool, built from a decade of research in positive psychology. Designed by Alex Linley and the team at Cappfinity, Strengths Profile is unique and distinct from traditional one-dimensional strengths tests. This dynamic, holistic tool reveals realised strengths, learned behaviours, weaknesses and unrealised strengths, giving you a powerful platform for personal development, performance and wellbeing.

After taking the assessment online, you will receive an in-depth report about your strengths and one-hour virtual debrief with a qualified practitioner. This will give you the opportunity to explore personalised strategies to energise and optimise your strengths and achieve your goals throughout the course and beyond.

### What does the assessment consist of?

All assessments will be based on competency-based training and assessment principles and will result in a 'Competent' or 'Not yet competent' outcome. Your competency will be determined by observation of simulated and practical activities, structured questioning, class discussion, presentation and written work.

Assessment will include:

- Training attendance and active participation
- Completion of inventories and personal assessments
- Short structured essays
- Learning journal reflections
- Written assignments around applications
- Demonstrations of skills
- Application of interventions and plans
- Reports of applications in your chosen area

### **How long do the assessments take?**

Each assessment task will be different, so each may take varying lengths of time. It is really up to you as an adult learner to manage your time. You have up to 12 months to submit all assessments from the time you commence your training.

### **What support will I have during the course?**

You will be provided with a student support coach to assist you throughout your learning journey and if you need help completing your assessments. The course administrator will also be available to guide and assist you with enrolment, course resources, assessment and logistics.

### **What happens after the course?**

Once you have successfully completed all the course requirements, you will be advised and provided with a certificate and record of results indicating you have been awarded the 11069NAT Diploma of Positive Psychology and Wellbeing from the Langley Group Institute.

### **What will the qualification allow me to do professionally?**

The focus of the 11069NAT Diploma of Positive Psychology and Wellbeing is the application of positive psychology in a workplace context. The course is designed to equip you with the knowledge, skills and competence to apply positive psychology principles in a range of environments to increase individual and collective wellbeing. You will learn to measure and build individual, workplace and educational flourishing and plan, implement and assess positive psychology interventions and strategies.

This qualification may add weight to job applications in various areas, based on your existing professional expertise. Your career prospects will be particularly enhanced in environments where capacity to build resilience, engagement and performance is required.

### **How will I keep up to date with learning and my peers?**

Positive psychology is a rich field and new applications are constantly being studied and developed. We encourage you to continue learning and contributing to the positive psychology community and will recommend resources to expand your toolkit and guide your ongoing development.

Our 11069NAT Diploma of Positive Psychology and Wellbeing Facebook Group, independently organised alumni peer groups, websites, blogs and social media pages are a great way to stay connected and up to date with the latest research.

Many students also choose to extend their professional skills and knowledge with courses provided by the Langley Group. This includes Strengths Profile Accreditation and training in emotional intelligence and neuroscience tools.

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## **Accreditation recognition**

### **Is the course accredited with a national body?**

Yes. The 11069NAT Diploma of Positive Psychology and Wellbeing is a nationally accredited qualification. Learn more at [www.training.gov.au](http://www.training.gov.au).

### **Does the course count towards continuing professional development (CPD) with the Psychology Board of Australia?**

Yes. If you are a Registered Psychologist or member of a psychological body such as the Australian Psychological Society (APS), you may be eligible for including some or all of your training in your professional development portfolio or logbook.

Since January 2012, the Psychology Board of Australia has adopted a CPD model that emphasises individual responsibility for practitioners to assess and select appropriate professional development activities in accordance with their identified needs and guided by the Board's registration standards,

codes and guidelines. CPD activities should be relevant to the psychologist's area of professional practice. Practitioners are required to keep a log of CPD activities along with a written course outline of the content and relevance of each activity.

For further information see the "Fact Sheet – Continuing Professional Development – January 2012" and "Guidelines on Continuing Professional Development" available at [www.psychologyboard.gov.au](http://www.psychologyboard.gov.au).

### **What pathways are available to further study?**

As a graduate of a nationally recognised training, you may seek credits to other relevant vocational training through the national recognition process.

## Enrolment and fee information

### When do I enrol?

Enrolments are accepted all year round. The course is extremely popular. To guarantee your place, we recommend you enrol at least four weeks before course commencement.

While courses are rarely cancelled, if minimum numbers have not been reached we will contact you to discuss the various options available to you.

### What is the cost of the Diploma?

Face-to-Face Diploma	Fees (excludes third party payment fees)
Option 1: Full payment	AUD\$7,500
Option 2: Payment Plan (incl. 5% admin fee)	AUD\$7,875
Instalment 1 at enrolment	AUD\$1,875
Instalment 2 at commencement	AUD\$2,000
Instalment 3 at one month after commencement	AUD\$2,000
Instalment 4 at two months after commencement	AUD\$2,000

Virtual Diploma	Fees (excludes third party payment fees)
Option 1: Full payment	AUD\$6,500
Option 2: Payment Plan (incl. 5% admin fee)	AUD\$6,825
Instalment 1 at enrolment	AUD\$2,325
Instalment 2 at commencement	AUD\$1,500
Instalment 3 at one month after commencement	AUD\$1,500
Instalment 4 at two months after commencement	AUD\$1,500

### How do I pay the course fees? Are there any other costs?

Langley Group Institute uses the Ezidebit direct debit system for payments for our courses. This includes upfront payments and also payment plans. Our cost-effective payment plan options give you the flexibility to pay off your course over time.

By selecting the payment plan option, you agree to making payment to the full financial commitment, regardless of whether you are a current or withdrawn student (further information can be found in the Refund and Withdrawal Policy).

By using Ezidebit you also agree to the Ezidebit terms and conditions (please see below table). Here is a link to the [Ezidebit Direct Debit Service Agreement](#). You can reach Ezidebit by phoning 1300 763 256 or emailing to [support@ezidebit.com.au](mailto:support@ezidebit.com.au).

The following incidental fees will be added to your direct debit transaction where applicable.

Ezidebit Fee Type	Fee Amount (inc. GST)
Direct Debits	
Student account set-up (once only charge)	AUD\$2.20
Bank account transaction fee	AUD\$0.99
Visa or Mastercard Merchant Service fee	1.89%
AMEX Merchant Service fee	2.70%
Student failed payment fee	AUD\$9.90

Please also refer to the terms and conditions around timeframes for paying invoices, including debt collection, which can be found in the Student Information Handbook on our website.

### Is government assistance or FEE HELP available in Australia?

No. There are no VET Student Loans available.

## Contact details

### Who do I contact for enrolments, course enquires and administration queries?

#### The Langley Group Institute (RTO 40655)

Address: 6 James Street Windsor VIC 3181 Australia

ABN: 56 155 929 963

Telephone: +61 3 9005 8189

Email: [contact@langleygroupinstitute.com](mailto:contact@langleygroupinstitute.com)

Website: [langleygroupinstitute.com](http://langleygroupinstitute.com)

## Refund and deferment policy

### What is the refund and deferment policy?

As a Registered Training Organisation (RTO), Langley Group Institute provides a fair and reasonable refund policy to all its students.

- LGI accepts no responsibility for any costs that you have incurred if a course is cancelled or rescheduled, including flights and accommodation
- If you wish to withdraw from the course for any reason once you have commenced your course, any outstanding payments owed to LGI, including payments owed under a payment plan, must be paid in full. In addition, LGI reserves the right to charge the full course fee should you wish to re-enrol in the course later
- Where valid compassionate grounds are established for a student withdrawing from the course, they will be eligible for a pro-rata refund of tuition fees paid
- Where a student cannot attend the sessions originally arranged, and still wants to do the training, alternative dates may be arranged, to accommodate their requirements, rather than providing a refund

For full details of the refund policy please refer to the Student Information Handbook on our website.

Withdrawals	
Prior to course commencement <b>with one month</b> notice in writing	Full refund, less a AUD\$500 administrative fee
Prior to course commencement with <b>less than one month notice</b> in writing	Not eligible for a refund for fees paid outside of compassionate grounds
After course commencement	Not eligible for a refund for fees paid outside of compassionate grounds

Deferment for face-to-face and virtual live learning intakes	
One deferral	Students can defer to another intake once only without penalty
More than one deferral	Any subsequent deferrals will incur an administration fee of AUD\$500 per deferral

## Recognition of prior learning

### What should I do if I believe I may be entitled to RPL?

Students who believe they already have some of the competencies in the course through formal studies, work experience or life experience, may apply for Recognition of Prior Learning (RPL).

Application may only be made after enrolment and payment of fees, and must be made using the Recognition of Prior Learning Application Form that will be provided on request.

All applicants for RPL are encouraged to discuss this with their trainer prior to commencing the formal application process.

### What are the steps involved for an evidence based RPL assessment?

- 1 The RTO will provide you with the resources you will need to collect evidence of your current skills and experience.
- 2 You collect evidence and return it to the RTO.
- 3 The assessor evaluates the evidence and notifies you if there are any further pieces of evidence that are required.
- 4 The assessor arranges an interview time with you if required, during which your evidence will be discussed as it relates specifically to the Competency Standards for

which you are seeking RPL.

- 5 At this point an assessor may also recommend that you complete one or more units of competence in order to satisfy requirements.
- 6 The assessor conducts the assessment of all the evidence, and advises you of the RPL Decision Summary for Candidates.
- 7 The assessor deems you competent.
- 8 The RTO issues the appropriate statement of attainment or qualification.
- 9 The length of time for this process will depend almost entirely on how much evidence you have and the time taken to collect all of the relevant evidence.

### Credit Transfer Information

LGI will recognise relevant qualifications and statements of attainment issued by any other RTO. Students must present all original documents. LGI may verify this information with the relevant institution.

Telephone: +61 3 9005 8189  
Email: [contact@langleygroupinstitute.com](mailto:contact@langleygroupinstitute.com)  
Website: [langleygroupinstitute.com](http://langleygroupinstitute.com)  
Address: 6 James Street Windsor VIC 3181 Australia

