

# Be the best version of you

A positive and engaging, life-changing experience.



Student Information Handbook

10653NAT

## Diploma of Positive Psychology and Wellbeing



RTO No: 40655



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# Section 1: Introduction

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## Welcome

The Langley Group Institute (LGI) welcomes you as a student and would like to walk you through some important information to help you get the best from your course. We look forward to working with you to ensure an enjoyable relationship and a stimulating and rewarding learning experience. Please refer to

this handbook often, as it is a valuable resource to guide you through roles and responsibilities, policies and processes, as you complete your 10653NAT Diploma of Positive Psychology and Wellbeing with the LGI.

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## About LGI

We specialise in providing evidence-based training and our goal is to assist you in achieving your Diploma in Positive Psychology and Wellbeing in a learning environment that helps you flourish on all levels.

As a Nationally Recognised Registered Training Organisation (RTO) we are registered with the National Regulator, the Australian Skills Quality Authority (ASQA). We also meet all the requirements of Standards for Registered Training Organisations 2015 and all training services provided to you follow the policies and processes developed to meet the VET Quality Framework and SRTO's 2015.

Our provider number is 40655 and we deliver the 10653NAT Diploma of Positive Psychology and Wellbeing with the aim to deliver high quality, innovative and engaging learning that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing new resources, processes and facilitation methods to remain ahead in all areas of our course.

LGI's sister organisations include the Langley Group and Press Forward. Find out more at [www.langleygroupinstitute.com](http://www.langleygroupinstitute.com)

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## Our Commitment

To ensure we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure facilities, ensure opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Should the Langley Group Institute cancel training prior to commencement, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled

or the dates offered do not suit you, all fees paid to you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that the Langley Group Institute is unable to deliver the training, you will be offered the option to enrol with another provider. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

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## Service Commitment

LGI is committed to providing quality training and assessment services to its learners.

### We aim to:

- provide training and assessment services that meet industry needs and trends
- deliver high quality, innovative and engaging training
- maintain a person-centred approach
- foster relationships with our students, supporting them through their career
- provide flexible learning opportunities
- provide a supportive, facilitative and open learning environment
- ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience
- ensure all training is continually monitored and improved
- maintain a healthy and effective learning environment for students
- produce competent and confident workers that benefit the community and industry.

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## Our Facilitators

Our highly experienced educators, specialised facilitators and qualified coaches are experts in creating engaging, information-rich learning experiences. They share passion, knowledge, commitment and real world understanding of the content. They convert theory and research into everyday language so people can immediately grasp the relevance and apply techniques in their professional and personal lives.

All facilitators at LGI have a wealth of relevant experience and knowledge that they will share with you in a positive

and constructive manner and are qualified in training and assessment with all having practical experience to maintain their currency in the industry. You will find our entire team to be helpful and professional and always willing to go the extra mile to assist you.

Our team will be available to guide and support your learning from your enrolment with us through to the completion of your Diploma.

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## The Course

LGI delivers an accredited course that can be customised for students or industry. This accredited course 10653NAT Diploma in Positive Psychology and Wellbeing has been approved by the national regulator ASQA and is on the national registered training database - [www.training.gov.au](http://www.training.gov.au).

Accredited courses are competency based which means that training and assessment focus on the development and

recognition of a person's ability to apply relevant knowledge and skills to perform specified tasks to a specified standard.

The specific skills and knowledge required for these activities are set out in our Units of Competency which form our nationally recognised qualification.

# Section 2: Participant Obligations and Responsibilities

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## General

The following guidelines are intended to help foster a healthy and productive learning environment for all LGI students.

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## Obligations

There are a number of obligations you have during your time in this program.

These include:

- to be aware of the policies and procedures concerning your enrolment as shown in this document
  - to be well informed about the programme and the programme requirements
  - to accept joint responsibility for your learning
  - to provide honest feedback about your learning experience. This includes any evaluations conducted as well as informal feedback to facilitators and coaches
  - to attend all face-to-face or virtual sessions and submit assessments in a timely manner
  - to keep all records associated with the completion of the programme for the duration of the program. This includes assessment tasks and notes, etc
  - to act with integrity and treat others with respect and courtesy.
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## Assessments

All of your assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time.

You can also email [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au) where your enquiry will be guided to the appropriate support person.

Students will be given warning of the time and form of any assessment and will not be expected to complete an assessment they have not prepared for. Students will also have access to learning resources and a coach.

Students will be given an opportunity for at least one re-assessment for any competencies not achieved on the first attempt.

Students may appeal an assessment decision through the normal 'Complaints and Appeals' process. This is addressed in further detail later in this handbook.

In general terms assessment during training will involve:

- assignments and projects
  - scenarios and case studies
  - role play simulation
  - report or journal
  - oral or written short answer questions.
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## Assessment Malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

LGI regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised.

LGI has policies and procedures in place for dealing with assessment malpractice.

### Cheating

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.

### Collusion

Collusion is the presentation of work, which is the result, in whole or in part, of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

## Plagiarism

Copying from a published work (including the internet), without referencing, is not appropriate. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic

re-wording or changing key nouns and verbs. Please follow referencing guidelines if you take another person's idea and put it into your own words. LGI does a plagiarism check and anything scoring above 15% will be asked to re-submit.

For further information on assessments refer to the student assessment guide.

## Responsibilities

Student responsibilities include:

### Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Student attendance is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

Students are expected to arrive on time and remain for the duration of each session. If it is necessary for you to leave a session early, you must advise the trainer or assessor before the session commences. If you are going to be absent from a scheduled session or activity, please advise your trainer, or LGI administrative personnel. Other arrangements can be made, including self-paced learning and alternative training dates.

If you are absent from class, it is your responsibility to catch up on any work missed.

All sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. Students are expected to undertake additional reading and research.

A further component of the programme is online study. This involves downloading lectures and the completion of the corresponding assessment tasks.

### Changes of Personal Details

As a student, it is your responsibility to ensure your personal details recorded with LGI are up to date. If your circumstances or details change please update your records by contacting [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

### Punctuality

As a courtesy to other learners and the trainer/assessor, please be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

### Behaviour

Students are expected to behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment.

### Misconduct

Includes:

- any offensive conduct or unlawful activity (e.g. theft, fraud or violence or assault)
- interfering with another person's property
- cheating/plagiarism
- interfering with another person's ability to learn through disruptions during training
- breach of confidentiality
- inappropriate language
- serious negligence, including WHS non-compliance
- discrimination, harassment, intimidation or victimization
- being affected by drugs or alcohol and being unfit to participate in learning activities.

### Respect for others

LGI aims to create a positive learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

LGI retains the right to remove disruptive students from the training environment.

- You are expected to treat staff and fellow students with respect and observe student etiquette requirements which appear in this handbook or as requested by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying or intimidation of staff or fellow learners will not be tolerated.
- Treat all facilities and equipment with due care and respect.

### Breaks

Your trainer will advise the timing of all breaks if applicable. Typically, the following break times have been allocated, these may vary:

- 15 minutes duration for morning and afternoon tea breaks
- 45 minutes duration for lunch breaks.

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## Disciplinary Processes

LGI may implement client discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a “verbal warning”.

Further disciplinary processes may include:

- the student being asked to justify why they should continue to participate in the learning group
- suspension from the training room
- expulsion from the training room
- expulsion from the training course.

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## Dress and Hygiene Requirements

Please be well presented and appropriately dressed during the immersion face to face training. Dress requirements include:

- neat, comfortable clothing in the classroom environment
- appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments

- appropriate footwear must be worn at all times
- since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested.

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## Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so LGI can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- not willfully or recklessly interfere or misuse anything provided by LGI in the interests of health, safety and welfare
- cooperate with health and safety directives given by staff of LGI
- ensure that you are not affected by the consumption of drugs or alcohol.

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## Student Support Services

LGI understands that there may be times when personal issues may affect your ability to undertake your training. LGI has identified a number of support services for students with special needs or requiring additional support and assistance to undertake or complete their learning. LGI training and administrative staff are available regarding challenges with learning materials or anything else causing concern.

There may be instances where our team do not have the qualifications to assist a student with their welfare, and in this case we will refer you to another organisation that can assist. The cost, if any for these external support services will be paid by the student.

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## Language, Literacy and Numeracy and Entry Requirements

The minimum LLN requirements include:

- high level language, literacy and numeracy levels – sufficient to interpret complete documents and ideas, and prepare written reports
- computer skills for researching, developing documents and saving and retrieval of information.

Recommended entry requirements:

- ideally students will have prior work experience in a leadership, management or supervisory role
- LGI acknowledges that reading, writing, listening, speaking and the understanding of basic mathematical concepts and processes are often skills required in the workplace and can be important components of a training programme.
- all courses are delivered in the English language with written assessments and assignments. We will inform you about the skills required to complete the course in this regard as required and we recognise that all students are individuals with different skills
- LGI makes every effort to ensure that all students have an understanding of the learning and assessment requirements. The programme you are completing will require your ability to read, interpret, act independently and complete written assessments. If you feel that you will have difficulty in this regard, then you will need to speak with us and seek an alternative method of study
- as part of the enrolment process, you will have the option to complete a language, literacy and numeracy

(LLN) exercise that will be used to assess your LLN abilities. This enables us to ensure that we are meeting your needs in this regard.

- If you choose to complete the assessment LGI will ensure that:
  - an appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing
  - the assessment does not involve a higher level of LLN skills than the tasks being assessed actually requires
  - existing LLN skills are taken into account. In cases where you may need further assistance with LLN, we will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your facilitator.

Essential Entry Requirements:

- Students must be over the age of 18 years
- Elective unit PPWDIP009 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.

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## Mentoring and Guidance

LGI can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

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## Feedback and Evaluation

Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible.

This ensures the ability for LGI to address any immediate areas of concern. Feedback shall be gained from the student at various points throughout the programme at an informal level.

Students are also asked to complete a ‘Learner Questionnaire’ upon completion of the programme.

This evaluation requests feedback across a range of aspects including:

- course content
- course delivery
- course assessment
- trainers and Facilitators
- facilities
- resources.

Students will also be issued with another questionnaire at the submission of all their assessment; deemed at the completion of the course. LGI values all feedback as it assists us to continuously improve the products and services we offer.

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## Other Resources

### Reading Writing Hotline

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

1300 655 506

For further information refer below to the Access and Equity Policy or email on [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

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## Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. If you lose or misplace the materials provided, additional fees for replacement of materials may be incurred.

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## Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this.

To optimise your own learning and successful completion, try the following:

- attend all training sessions and complete all required reading and learning activities
  - prepare well in advance of each training session
  - be a willing participant
  - work with fellow learners
  - respect other people's opinions
  - ensure you have a clear understanding of the assessment requirements
  - take responsibility for the quality of evidence that you submit to the assessor
  - keep track of your progress
  - complete and submit all assessment on time, tasks using clear and concise language
  - be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.
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## Mobile Phones

As an adult learner your mobile phone is your responsibility. We will not ask you to turn it off, we know emergencies happen, yet we would ask you to respect the learning space and place your phone on silent and if a call is essential to leave the room out of respect to other students.

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## Security

Although the building may be reasonably secure, you are ultimately responsible for your own belongings. LGI accepts no responsibility for any belongings which may be stolen or go missing.

# Section 3: Course Information

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## Course Delivery

The programme is delivered through a variety of methods that include and are not limited to:

- workplace delivery
- face-to-face delivery
- virtual learning (webinars)
- self-paced learning
- coaching
- distance learning.

Learning is a partnership that involves participation from all involved. Educational support to assist students in completing this course include telephone contact, face-to-face meetings, video calls and email support.

Students will need access to a computer, the internet, a web browser and have basic computer literacy.

The duration for the Diploma is **12 months**, and you are expected to complete your training and all assessments within this time frame. The timeframe begins from the commencement of the six-day face-to-face workshop or the first virtual learning session.

You will be given feedback on your assessments (see below for information on assessments) at each stage during the Diploma.

For the **Immersion Diploma**, after you complete the six days of face-to-face training you can submit your assessments for units 1-6. This is adult learning so time frames can be flexible. Consider submitting one core unit every six weeks, followed by your electives, to complete within the required timeframe.

You do not have to submit the units in order. Attendance at the six-day face-to-face workshop is compulsory. Core unit assessments cannot be completed without attending the six-day face-to-face workshop.

For the **Virtual Live Learning Diploma**, you can start your assessments for each unit in between the delivery of the live virtual learning sessions for that unit. All students are encouraged to attend the sessions live for maximum learning. The virtual live sessions are recorded and if students cannot attend they must confirm they have listened to the recordings.

When submitting assessments please submit each unit in its entirety. Everything in the checklist in the front of the assessment booklet needs to be included. Assessors will only commence assessing the completed unit when everything for the unit has been submitted in full including your signed Statutory Declaration.

At the completion of either your immersion six day face-to-face training or the completion of your virtual learning sessions, you can commence your chosen two electives. These are provided to you online. *Please chose your electives carefully, for some electives you will need specific clearances or have access to a real workplace to be able to complete the assessment activities. Please read the requirements for each elective before making your decision.*

If at any stage you anticipate needing extra time to complete the Diploma and assessments, please contact [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

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## Flexibility of Delivery

Flexible delivery focuses on learning rather than teaching to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

LGI offers various forms of delivery to accommodate the varying needs of clients. Modes of delivery available for most courses include classroom (face-to-face) environment, virtual learning, workplace-based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

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## Resources

LGI ensures the following resources are in place:

- trainer/assessors and assessors with appropriate qualifications, and experience
- course materials appropriate to the methods of delivery and assessment requirements
- all necessary copyright authorisations
- appropriate equipment and facilities.

Training and assessment methods used by LGI meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

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## Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. Accordingly, the assessment process will be thoroughly explained in your materials, online and throughout your programme. Assessors will also be available to assist you if you have any questions.

Throughout the training programme you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualifications. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.

All assessment will be competency-based resulting in a “Competent” or “Not yet competent” outcome. Competency will be determined by more than one individual activity/ exercise and will include a variety of evidence.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved and to confirm that an individual can perform to the standards

expected in the workplace and as expressed in relevant competency standards.

Various assessment/tasks/activities may be involved including, and not limited to:

- assignments and projects
- scenarios and case studies
- role play simulation
- report or journal
- oral or written short answer questions

Certification will be given to students who successfully complete all assignment requirements for a course. LGI is required to meet stringent quality requirements in the conduct of all assessments.

LGI has carefully constructed and developed assessment resources to meet these quality requirements as well as be user-friendly to students.

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## Principles of Assessment

Students will be given warning of the time and form of any assessment and will not be expected to complete an assessment they have not prepared for. Students will also have access to learning resources and a coach.

Students will be given an opportunity for one re-assessment for any competencies not achieved on the first attempt at no extra

charge. If a student would like to be given a second opportunity to resubmit work for assessment, they will be charged at \$100 per unit of competency.

Students may appeal an assessment decision through the normal “Complaints and Appeals” process as described below.

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## Appeals and Complaints – General

Students have access to LGI’s complaints and appeals process. The complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against LGI. The definition for a complaint and an appeal are as follows.

### Complaint

Initial notification of your dissatisfaction or an issue that has occurred.

### Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to LGI relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted directly to the Chief Executive Officer.

All complaints are handled with confidence and are reviewed by the Chief Executive Officer. A student may also appeal a decision made by LGI in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant’s costs unless otherwise authorised.

All students have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints and Appeals Form (Appendix 2) are listed as Appendixes to this Student Information Handbook, and copies can also be produced by LGI at any time upon request.

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## Qualifications

On completion of the full Qualification or unit/s of Competency, the Langley Group Institute will issue your Certificate and Record of Results within thirty calendar days.

A Certificate is issued to students who successfully complete all assessment requirements for all units within the qualification.

A Statement of Attainment is issued to students who successfully complete one or more units of competency but not the required number for the full qualification.

Certificates will only be posted to students at their nominated postal address as shown in their client login account. The onus is on the client to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the client. Duplicate or replacement copies of certificates incur a fee of \$50.

LGI will also record and report all Certificates/ Statement of Attainment to ASQA and NCVET as required.

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## Recognition of Prior Learning

At LGI we aim to provide all students with the opportunity to recognise their prior learning.

Any student, who believes that they already have some of the competencies in the course, may apply for Recognition of Prior Learning (RPL). Any application for RPL may only be made after enrolment and payment of fees, and must be made using the Application Form that will be provided upon request at [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

Students will need to demonstrate upon application for RPL, that they have the necessary skills and knowledge relevant to the unit of competency. An LGI assessor will examine the evidence that you have provided and will make a judgement based on how valid, reliable and sufficient this evidence is.

To view the RPL tool kit and application form please contact us at [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

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## National Recognition / Credit Transfer

LGI will recognise relevant qualifications and Statements of Attainment issued by any other Registered Training Organisations. This means that you may be eligible for credit towards your course if you have achieved any of the

competencies within your course through training at another institution. Students must present all original documents with relevant course codes. LGI may verify this information with the relevant institution.

# Section 4: Policies

## Fees and Refund Policy

The Diploma in Positive Psychology and Wellbeing attracts the following fees and payment terms.

### Cost of the immersion six-day face-to-face Diploma

- The cost of the immersion six-day face-to-face Diploma is \$7,500 (GST exempt). This includes all course materials and website logins and the issue of the Diploma Qualification.
- Credit Card Payment: We accept payments by credit card (Visa or Mastercard), which incur a 2.5% surcharge. With American Express a 3.5% surcharge applies. We also accept direct deposit with no additional fees. All payments are processed in Australian dollars.
- Payment Plans: Tailored student payment plans can be arranged and attract a 5% administration fee which is added to the full course fee and split out over the duration of the payment schedule.
- You are not officially registered and your place is not guaranteed until the deposit has been paid in full. The deposit must be paid within one month of registration or your enrolment will not be complete, and you will need to register again.
- Once you are registered you will be required to fill in and return a Direct Debit Request (DDR) form which authorises LGI to debit your nominated bank account or credit card as per the agreed payment schedule.

### Cost of the virtual learning Diploma

- The cost of the blended learning Diploma is \$6,500 (GST exempt). This includes all course materials and website logins and the issue of the Diploma Qualification.
- Credit Card Payment: We accept payments by credit card (Visa or Mastercard), which incur a 2.5% surcharge. With American Express a 3.5% surcharge applies. We also accept direct deposit with no additional fees. All payments are processed in Australian dollars.
- Payment Plans: Tailored student payment plans can be arranged and attract a 5% administration fee which is added to the full course fee and split out over the duration of the payment schedule.
- You are not officially registered and your place is not guaranteed until the deposit has been paid in full. The deposit must be paid within one month of registration or your enrolment will not be complete, and you will need to register again.
- Once you are registered you will be required to fill in and return a Direct Debit Request (DDR) form which authorises LGI to debit your nominated bank account or credit card as per the agreed payment schedule. Access to all virtual lectures will only be provided if payments are kept up to date, if your payments fall into arrears you will not be able to access the live learning webinars.

### Deferment

- Students can defer to another intake once only without penalty, as long as the deferment is advised at least **one month** prior to the training commencing.
- Any subsequent deferrals will incur an administration fee of \$500. Where a student defers to another intake within one month of course commencement they will be charged a deferment fee of \$500.

### Withdrawals and Refunds

- For course fees paid in advance of training, LGI will provide a full refund, less a \$500 administrative fee, where the student advises us in writing of their withdrawal from the course at least **one month** before the training commences.
- Where a student advises LGI in writing of their withdrawal from the course **less than one month** of commencing the training, LGI will retain the whole deposit paid.
- Students who withdraw from the course after the commencement of the training **will not** be eligible for a refund, outside of compassionate grounds. 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.
- All applications for refunds must be made in writing to the Administration Officer [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

### Re-issue of lost statements of attainments or certificates

- These will incur an administration fee of \$50 which will be reviewed annually. LGI guarantees that upon receipt of this payment and a completed access to records form, the student will receive their replacement documentation.

### Assessment Re-submission

- Where students are deemed not yet competent they can re-submit their evidence (2nd submission) within one month – with no extra fees incurred for re-assessment.
- In the event after their second submission they are still deemed not yet competent, any future re-submissions will incur an extra fee of \$100 per unit of competency.

All fees, charges and payment options associated with training programmes are clearly outlined in the Course Guide which is reviewed annually. For specific information, contact LGI at [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

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## Access and Equity Policy

- 1 LGI adheres to an access and equity policy for the provision of all of its services.
- 2 LGI has a Complaints and Appeals policy to ensure that all student queries and concerns are addressed accordingly and in a timely manner.
- 3 It will endeavor to ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equal opportunity without discrimination. Training programs will consider the needs of all people within the community.
- 4 This involves providing all participants fair and reasonable opportunity to attend and complete the program. This is based on:
  - considering access and equity issues during resource development
  - learning materials will be presented in a written/hardcopy and electronic format that enables students to access to materials regardless of their location.
  - the learning materials are also produced in other formats for those students who are unable to use the original written format. For example, text information is to be provided in an alternative format such as audio tape for students who are visually impaired
  - ensuring all training facilities provide wheel-chair access
  - information presented in learning materials will be presented in a manner that celebrates cultural diversity. Contemporary Australian case studies may be included in the learning materials
  - providing students with a variety of options for demonstrating how they meet the required competencies. For example, students in rural or isolated areas can have the practical element of their course assessed through Skype or a video presentation. An appropriate assessment option for students with a disability will be negotiated
  - provision for students to submit handwritten assessments
  - provision for extra time to complete assessments
  - equity of outcomes for all people involved in training
  - provision and maintenance of training programs to reflect fair and reasonable opportunity in consideration for all participants, regardless of race, colour, religion, gender or physical ability
  - access for all participants to appropriate quality vocational training programs
- students will be provided with comprehensive information about relevant training programs, prior to their enrolment.
- 5 Students requiring a study support person (such as an interpreter or study aid) will need to source these people on their own and at their own cost.
- 6 LGI will provide the opportunity to gather information from students through:
  - Employer Feedback Form Pre-Programme (for in-house client programs)
  - Student Information Handbook
    - Students will be informed that they can make a request for special study consideration including oral assessment and special support through the Training Manager (see point 7 below).
- 7 All special study consideration requests are required in writing to the Training Manager and should be accompanied by supporting documentation whenever possible. The Training Manager will contact the individual to discuss the situation and design an appropriate solution that will serve the needs of the individual as best as possible. The outcome will be recorded both in LGI's student management system and student file. It will also be logged into the student support register. This information will be communicated to the trainer and assessor for consideration during their delivery and assessment and will be discussed during trainer meetings as part of continuous improvement discussions. Students' requests will be considered on merit and if rejected the student shall be advised of the appeal process.
- 8 LGI has the ability to gather information on special needs and assess the support service required to deal with the need.
- 9 Staff will be informed of access and equity principles at induction and will have access to the relevant policies and procedures.
- 10 Students will be informed of LGI's approach to access and equity through this Student Information Handbook.
- 11 Any cases of discrimination that emerge will be treated through LGI's Complaints and Appeals procedure.
- 12 Staff and contractors employed by LGI are responsible for ensuring that the above principles are adhered to.
- 13 If you believe that you have been treated unjustly by any member of LGI, please contact the CEO at [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

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## Access to Records

- 1 Students have the right of access to their enrolment forms, attendance records and learner file.
- 2 Students will be able to access their personal records at any time by submitting a completed access to records form in writing, and providing proper identification to [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).
- 3 Once the access records form has been completed and identification has been provided, student's will have access to their records within ten working days.
- 4 The re-issue of lost statements of attainments or certificates will incur an administration fee of \$50 which will be reviewed annually. LGI guarantees that upon receipt of this payment and a completed access to records form, the student will receive their replacement documentation.
- 5 Information about specific students will only be issued to a nominated third party, with the written approval of the student.
- 6 Current and verified records will be maintained of the qualifications and relevant experience of all LGI staff working as trainers and assessors.
- 7 LGI provides timely and accurate advice to all potential and enrolling participants. LGI staff and management will, at all times, respond in a responsible manner to all reasonable requests for information about LGI's training and assessment services.
- 8 On receiving initial contact from a potential or enrolling participant, LGI staff shall ensure that the participant is handed or mailed an Enrolment Information Form and Course Brochure.
- 9 On receiving a request for information concerning Recognition of Prior Learning (RPL), LGI's staff shall ensure that those enquiring are handed or mailed the Form and provided with information about the process of RPL.
- 10 On receiving a request for information concerning qualifications and statements of attainment, LGI staff shall ensure the participant is provided with the required information in a timely fashion.

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## Privacy of Information

Information provided by students will be covered by the Privacy of Information Act. We are committed to maintaining the privacy of all students.

All students are given a privacy and photo permission form to complete prior to commencing their course with LGI. Such information will not be released to a third party without the written permission of the students.

To obtain a copy of our Privacy Policy, please contact [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

Students may access their own records on providing proof of identity to the Administration Officer.

LGI is required to provide ASQA and other regulatory bodies with relevant statistical data.

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## Workplace Health and Safety

LGI is compliant with all Workplace Health and Safety Legislation. Our trainers assess each training venue to ensure that any hazards are identified prior to the commencement of training.

Where a hazard is identified on site, the trainer will report the hazard to the relevant person and take immediate steps to control or remove this hazard.

Students are always expected to follow all safety guidelines and directions when attending face to face training with LGI.

LGI aims to offer an online training environment that is noise free, and disturbance free where possible. Students are expected to be mindful of their own OHS needs when conducting online training.

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## Relevant Legislation

LGI and its staff are responsible for ensuring that the requirements of relevant legislation are met at all times.

If you require further information, use the website indicated below, or contact the Administration Officer at [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

Date	Title	Jurisdiction
1975	The Racial Discrimination Act	Commonwealth
1975	The Sex Discrimination Act	Commonwealth
2011	Work Health and Safety Act	Commonwealth
1986	Australian Human Rights Commission Act	Commonwealth
2009	Fair Work Act	Commonwealth
1996	Workplace Relations Act	Commonwealth
1992	The Disability Discrimination Act	Commonwealth
2010	Equal Opportunity Act	Victoria
2011	National VET Regulator Act 2011	Commonwealth
2015	National Vocational Education and Training Regulator Amendment Bill 2015 including: <ul style="list-style-type: none"><li>Standards for Registered Training Organisations SRTOs 2015</li><li>Data Provision Requirements 2012</li><li>Financial Viability Risk Assessment Requirements 2011</li><li>Student Identifiers Act 2014.</li></ul>	Commonwealth
1968	Copyright Act and Regulations and Amendments	Commonwealth
1987	Australian Consumer Law and Fair Trading Regulations	Commonwealth
1974	Trade Practices Act	Commonwealth
2003	Spam Act and Regulations	Commonwealth
1988	Privacy Act and Australian Privacy Principles	Commonwealth
1992	Disability Act with Disability Discrimination Amendment (Education Standards 2005)	Commonwealth

Websites to Review for relevant legislation:

- [www.asqa.gov.au/](http://www.asqa.gov.au/)
- [www.legislation.gov.au/Details/C2011A00012](http://www.legislation.gov.au/Details/C2011A00012)

# Appendix 1: Complaints and Appeals Policy and Procedure

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## Policy

This policy/procedure supports SNR 16.7 in providing a process for complaints and appeals to be heard and actioned.

All complaints and appeals received by LGI will be viewed as an opportunity for improvement. Despite all efforts of LGI to provide satisfactory services to its students, complaints may occasionally arise that require non-formal or formal resolution.

The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

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## Procedure

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's

issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appeal the following procedures must be followed.

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## General Complaints

Any student, potential student, or third party may submit a formal complaint to LGI with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. The complaints and appeals policy is contained in full within this student handbook and includes the complaints and appeals form. This documentation and form can also be gained by contacting the Student Support Manager at [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au).

All formally submitted complaints or appeals received by the Student Support Manager are submitted to directly to the CEO. Complaints are to include the following information:

- submission date of complaint;
- name of complainant;
- nature of complaint;
- date of the event which lead to the complaint; and
- attachments (if applicable).

Once a formal complaint is received it is to be entered by the Student Support Manager into the 'Complaints and Appeals Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:

- submission date of complaint;
- name of complainant;
- description of complaint/appeal;
- determined resolution; and
- date of resolution.

A student may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times. Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the CEO shall then resolve, or make a decision on the complaint within seven working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. In the event that the complaint will take longer than 60 days to resolve the student will be advised.

Once a decision has been reached the CEO shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision LGI must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

The CEO shall ensure that LGI will act promptly on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student LGI must promptly implement any decision and/or corrective and preventative action that is required, and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' and on the students file.

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## Appealing a decision

All students have the right to appeal decisions made by LGI where reasonable grounds can be established. The areas in which a student may appeal a decision made by LGI may include:

- assessments conducted
- deferral, suspension, or cancellation decisions made in relation to the student's enrolment.
- or any other conclusion / decision that is made after a complaint has been dealt with by LGI in the first instance.

To activate the appeals process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon:

The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Student Services Manager.

- The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within seven working days of the appeal being lodged.
- The CEO shall ensure that LGI acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed: General appeals or Assessment Appeals.

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## General Appeals

Where a student has appealed a decision or outcome of a formal complaint, they are required to notify LGI in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the CEO and the Student Service Manager shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.

The CEO shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify LGI if they wish to proceed with the external appeals process.

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## Assessment Appeals

Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register'.

The CEO shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by LGI.

The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify LGI if they wish to proceed with the external appeals process.

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## External Appeals

If a client or student is still dissatisfied with the decision of LGI once all non-formal and formal methods of appeal have been exhausted, they may wish to seek legal advice or contact the following Government body to begin an external appeal process.

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## Australian Skills Quality Authority (ASQA)

ASQA can only deal with complaints about:

- the information provided to you by an RTO about the course/s you are interested in.
- the delivery and assessment of the training you have received
- the qualifications you have or have not been issued.

Before making a complaint to ASQA, if your complaint is about LGI, firstly bring the matter to LGI's attention as per the above complaint process.

If you are not satisfied with the way your complaint has been handled, or if your complaint is not related to LGI, then contact ASQA.

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## Making a complaint to ASQA

To make a complaint, please complete the Complaint about a registered training organisation form which can be found on the ASQA website [www.asqa.gov.au/students/complaints-about-providers](http://www.asqa.gov.au/students/complaints-about-providers)

You can submit the form by emailing [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

Alternatively you can print and fill out the form, and post it to:

### Complaints Team

Australian Skills Quality Authority GPO Box 9928  
Melbourne VIC 3001

[www.asqa.gov.au](http://www.asqa.gov.au)

If you need help with the form, or if you are unsure whether

ASQA can help with your complaint, call the complaints team on 1300 701 801, or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au).

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the Australian Skills Quality Authority.







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