



Student Information Handbook

For all accredited courses 2024

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CONTACT US

Enrolment Enquiries

Langley Group Institute CEO and Director Yulia Zlatkin enjoys connecting with people directly and offers personalised appointments via phone and video call to ensure any questions you may have about choosing and enrolling for a course are answered, and you have all you need to make an informed decision whether this learning path is the right one for you.

Phone: +61 3 9005 8189 (Australian Office Hours) | Email: contact@langleygroup.com.au

General Enquiries and Student Guidance

Psychometrics and Programme Manager Roxanne Mitchell and her team are the point of contact for all general enquiries during enrolment, the entire course process, and during and post graduation. Feel free to reach out to them for any questions you may have.

Phone: +61 3 9005 8189 (Australian Office Hours) | +61 412 915 166 (after hours)
Email: administration@langleygroup.com.au

Student Learning Coaches

Once you have started the course, you will be assigned one of our experienced student learning coaches. Our coaches provide valuable guidance and support to students, where needed, throughout the entire assessment process. They are always happy to assist via a scheduled phone or video call or via email.

Assessment Submission

Once your registration for the course is complete, you will receive your personalised login details to the online student portal. Our student portal offers all needed resources for the course and serves as a platform where you can upload your completed assessments. Alternatively, you can submit your completed assessments for each unit via email.

Email: assessments@langleygroup.com.au

Academic Direction

Sue Langley is a keynote speaker, global consultant, and positive leadership expert. Sue specialises in the practical applications of neuroscience, emotional intelligence, and positive psychology, synthesising the science and research into simple, practical tools that anyone can use. Her research – aimed squarely at the sweet spot between emotional intelligence, positive emotions, and brain science – inspires people to get the best from themselves and from their peers and teams.

Langley Group Institute Details

RTO #: 40655

ABN: 56 155 929 963

Address: 6 James Street Windsor VIC 3181 Australia

Website: langleygroupinstitute.com

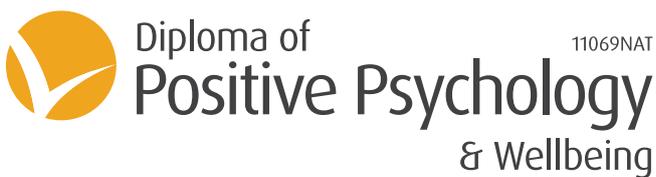


Yulia Zlatkin
CEO, Director



Sue Langley
Academic Director

Accredited Courses 2024



Find out more
and enrol today!

SECTION 1 - Introduction

Welcome

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 course with LGI.

Purpose of the Handbook

The purpose of this Student Information Handbook is to introduce you to the services available to you at LGI in our capacity as a Registered Training Organisation (Provider Number 40655) in the delivery and assessment of your accredited training course. This document is created as a resource for all students completing their course.

Please read carefully through the information contained in this guide. All students must understand, become familiar with, and follow LGI policies and, procedures and conditions of enrolment provided in this handbook.

By submitting the Induction Checklist upon enrolment, you agree that your course may be cancelled if you breach any rule imposed within this Student Information Handbook.

The Australian Qualifications Framework (AQF)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the Vocational Education and Training (VET) sector, this framework assists national consistency for all trainees, students, employers, and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

Australia's VET Sector and Quality Framework

Vocational Education and Training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored, and in how standards in the Vocational Education and Training (VET) sector are enforced.

LGI will ensure the quality of the training and assessment is in line with and meets the compliance requirements specified within the Standards for Registered Training Organisations 2015, as well as the Vocational Quality Framework as a whole, and for the issuance of the AQF certification documentation.

More information about these regulations and legal frameworks may be located at:

- www.legislation.gov.au, which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au, which is the website for the Australian Vocational Education and Training regulator

About LGI – Registered Training Organisation (RTO)

At LGI, we are more than just a Registered Training Organisation (RTO); we are your partner in unlocking your full potential. Our mission is simple yet powerful: to provide you with evidence-based training that meets your educational needs and empowers you to thrive in every aspect of your learning journey.

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 Standards for RTOs 2015.

Our provider number is 40655, and we 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.

At LGI, we believe in education that resonates with your aspirations. Our courses are designed to be relevant, engaging, and tailored to the needs of both students and the industries we serve. Our approach to learning is constantly evolving, with a keen focus on developing cutting-edge resources, innovative processes, and dynamic facilitation methods to keep you ahead of the curve.

Whether you are in Australia or anywhere around the globe, LGI brings learning to your doorstep. With flexible training options that include face-to-face, virtual, and online classes, we ensure that your educational journey with us is seamless, accessible, and transformative.

Our Service Commitment

To ensure our training and assessment services meet the needs of clients and industry, we employ sufficient suitably qualified and experienced trainers, provide secure facilities and delivery methods, and ensure opportunities for learning in appropriate environments, with suitable resources and assessment that are fair and flexible.

We aim to:

- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training
- Maintain a person-centered approach
- Foster relationships with our students, supporting them through their careers
- 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

Employee Code of Conduct

At LGI, our employees are the cornerstone of our educational ethos, embodying the principles of integrity, professionalism, and respect in every interaction. All LGI employees adhere to a code of conduct regarding competence, equity, OH&S and privacy.

Competence of Team

Our team of educators, facilitators, and coaches are highly skilled and deeply passionate about delivering learning experiences that are both engaging and rich in information. Their expertise allows them to transform complex theories and research into accessible language, enabling students to quickly understand the material's relevance and apply what they have learned in both their professional and personal lives.

Each member of our LGI team brings a significant amount of relevant experience and knowledge to the table, which they eagerly share in a manner that is both positive and constructive. Qualified in both training and assessment, our employees also possess practical industry experience, ensuring they remain up to date with the latest trends and practices. Our team is recognised for their professionalism and willingness to provide exceptional support, always ready to go above and beyond to help you succeed. From the moment you enrol until you complete your course, you can count on our team to guide and support you every step of the way.

Equity Commitment

LGI adhere to the principles and practices of equity in education and training and treat every student fairly and without discrimination. LGI has procedures in place to ensure any student concerns are addressed immediately and appropriately (please refer to the Complaints and Appeals policy). LGI acknowledges its legal obligations under Australian State and Federal equal opportunity law, including:

The Racial Discrimination Act, 1975 (Commonwealth)

The Racial Discrimination Act 1975 (Cth) (RDA) is a statute passed by the Australian Parliament during the Prime Ministership of Gough Whitlam. The RDA makes racial discrimination in certain contexts unlawful in Australia and overrides state and territory legislation to the extent of any inconsistency.

The Sex Discrimination Act, 1984 (Commonwealth)

The Sex Discrimination Act 1984 is an Act of the Parliament of Australia that prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, intersex status or breastfeeding in a range of areas of public life.

Disability Discrimination Act, 1992 (Commonwealth)

This Act may be cited as the Disability Discrimination Act 1992. ... (c) to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

All legislation can be accessed at: www.comlaw.gov.au

LGI is committed to promoting equality and ensuring access in a learning atmosphere that is just and conducive to education for everyone. We strive diligently to make sure our training offerings are inclusive and accessible to all individuals, irrespective of their ethnicity, gender, age, marital status, sexual orientation, or any physical disabilities. It is mandatory for all LGI employees to possess a thorough understanding of access and equity principles, and they are expected to implement these principles in all interactions with students and colleagues.

Should you ever feel that you have been subjected to unfair treatment by anyone at LGI, we encourage you to reach out directly to the CEO Yulia Zlatkin at +61 3 9005 8189.

Occupational Health and Safety

LGI adheres strictly to all relevant Occupational Health and Safety (OH&S) laws, ensuring a safe and healthy training environment for all participants. Our facilitators proactively work to identify and mitigate any hazards in both physical and online learning spaces that could potentially harm participants. In physical settings, they aim to either eliminate or control these hazards and will report any issues to the designated on-site personnel for further action.

In virtual learning environments, our facilitators strive to provide an optimal learning atmosphere by minimising disruptions such as noise or technical interferences. Given the self-directed nature of online learning, where students complete their training in their chosen space and at their convenience, it becomes imperative for students to assume responsibility for their own health and safety. We advise all students to rigorously follow safety protocols, procedures, and instructions applicable in their workplace or the location from where they are accessing their online training.

Your Privacy

LGI is steadfast in its commitment to upholding privacy and confidentiality, rigorously adhering to all applicable privacy laws and regulations to protect the personal information of our students, employees, and stakeholders. We recognise the importance of privacy in the digital age and have implemented comprehensive policies and procedures designed to safeguard sensitive information against unauthorised access, disclosure, or misuse.

Our approach to privacy encompasses a range of measures, including secure data management practices, regular training for our employees on privacy standards, and a clear, transparent communication policy regarding the collection, use, and storage of personal data. At LGI, we ensure that respect for privacy is woven into the fabric of our operations, reflecting our dedication to trust and integrity in all our educational endeavours.

Please refer to the Privacy Policy for more information.

Our Courses

LGI delivers accredited courses in positive psychology and wellbeing science that can be customised for students or industries.

We have the following courses on our scope of registration:

- 11250NAT Certificate IV in Wellbeing Science
- 11069NAT Diploma of Positive Psychology and Wellbeing

These courses have been approved by the national regulator ASQA and are on the national registered training database:

www.training.gov.au/Training/Details/11250NAT

www.training.gov.au/Training/Details/11069NAT

Course Information, Content and Vocational Outcomes

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.

Prior to enrolment, we will provide all students with course information, including content and vocational outcomes.

If we are conducting an 'in-house' course in your organisation, the discussion about course information, your needs and vocational outcomes will have been conducted with your employer – typically, the organiser or stakeholder of the course.

We normally conduct a training needs analysis discussion so that you can feel comfortable that the course is based on individual and organisational needs. We encourage you to contact your employer or the stakeholder if you require further information about this process.

Please refer to individual course guides, a proposal we have written for you or our website for course details, entry requirements (if applicable), pre-requisite programmes, tuition fees, and related information.

Our Resources

LGI ensures the following resources are in place:

- Trainers 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 for training delivery (if applicable)

Training and assessment methods used by LGI meet specific quality requirements and are chosen to best suit the unit of competency while considering the learning style of the student.

Marketing

LGI is committed to marketing its educational and training programmes with the highest level of integrity, precision, and professionalism. We pledge to deliver clear and straightforward information, steering clear of any statements that could be considered ambiguous or misleading. In our communications, we will refrain from making unfounded comparisons with other providers or courses. Furthermore, LGI will ensure that all representations accurately reflect our offerings, without suggesting or implying recognition of courses beyond our registered scope under any approved training scheme or the Australian Qualifications Framework. Our approach underscores our dedication to transparency and honesty in all our educational services.

SECTION 2 - Terms and Conditions

Enrolment into a course with LGI is subject to the terms, conditions and policies outlined in in this Student Information Handbook and in your enrolment form.

By signing the LGI enrolment form, students (including parent / guardian of underage participants) agree on acceptance of the enrolment form by LGI. The enrolment form will become the Enrolment Agreement, and further, students agree to abide by the policies and expectations set out in this handbook.

LGI reserves the right to modify and update the terms and conditions detailed in this Student Information Handbook at its discretion, without prior notice before such changes take effect. These amendments will apply to all students, including from the past, present, and future. The latest information is posted herein.

Training Guarantee

Upon commencing a training course with us, LGI commits to partnering with you to support your journey towards achieving the qualification you are pursuing. Enrolling in a course signifies your agreement to be independent, driven, and to fulfill all course requirements within the set timelines specific to your chosen course.

As part of your learning experience, you are entitled to receive constructive feedback on your assessments, designed to aid in your progress towards completing your qualification. At LGI, we are dedicated to building meaningful, lasting relationships with our students. Therefore, we may occasionally offer you supplementary services that enhance your learning experience. These additional offerings, including extra webinars, networking opportunities, and Alumni events. While these services are not mandatory for completing your qualifications, they are offered as valuable resources to enrich your educational journey with us.

Changes to Agreed Services

In the event of any modifications to the agreed-upon services, LGI will inform you promptly and in writing. This includes updates regarding any new third-party collaborations, changes in ownership, or alterations to current third-party agreements. LGI is committed to maintaining transparency and open communication with our students to keep them well-informed of any developments that may impact their educational experience

Course Fees

The course fees encompass all necessary materials, website access, and online training resources essential for completing the qualification, as well as the issuance of the course certification.

All fees will be competitive when compared to other training providers on the market and may be varied or discounted at the discretion of LGI to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State / Territory contracts. Students shall pay for training and assessment services as they are provided.

All fees, charges and payment options associated with training courses are outlined in the Course Guides which are reviewed annually.

Payment of Course Fees

LGI 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. As a training provider, we believe all individuals should have access to affordable nationally recognised training courses, and this is just one of the ways we can offer this to you!

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).

11069NAT Diploma of Positive Psychology and Wellbeing - Face-to-Face Option

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

11069NAT Diploma of Positive Psychology and Wellbeing - Virtual Option

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

11250NAT Certificate IV in Wellbeing Science - Online

	Fees (excludes third party payment fees)	
Full payment	AUD\$3,900	
Payment Plan	AUD\$4,095	extra 5% admin fee
Instalment 1	AUD\$1,095	at enrolment
Instalment 2	AUD\$1,000	at one month after enrolment
Instalment 3	AUD\$1,000	at two months after enrolment
Instalment 4	AUD\$1,000	at three months after enrolment

Incidental Third-Party Payment Provider Fees

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.

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

Your Ezidebit Fees	
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, on the following page.

Timeframes for Paying Invoices

Upon completing and submitting the enrolment form for a course, you become responsible for the full payment of the course fees. This obligation reflects a commitment to the educational journey with LGI and ensures access to the comprehensive resources and support services provided throughout the course.

Please ensure the timely payment of your invoiced course fee following the enrolment process. If the payment remains outstanding, and we encounter difficulties reaching you, LGI will presume a lack of continued interest and proceed to cancel your enrolment.

Qualifications and / or Statement of Attainments will not be issued to students until full payment of relevant course fees have been made. This means that payment plans will need to be finalised prior to the release of any qualifications / Statement of Attainments.

Depending on the course you are enrolling in, 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.

If your course fees remain unpaid beyond the due date and if our attempts to contact you are unsuccessful, we will refer your outstanding fees to a collection agency or law firm for collection. You will be responsible for all costs associated with the debt collection process, including commission on the collection, legal fees, and other additional costs.

Cancellation, Withdrawals and Refunds

LGI reserves the right to cancel, reschedule a course, or change course content, format, and delivery approach at any time, including if the minimum number of participants in the course is not reached.

LGI accepts no responsibility for any costs that you have incurred if a course is cancelled or rescheduled, including flights and accommodation.

Fees

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.

Withdrawals	
Prior to course commencement with one month notice in writing	Full refund, less a AUD\$500 administrative fee
Prior to course commencement with less than one month notice 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

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 (see information below on what constitutes 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

All applications for refunds and deferrals must be made in writing via email to administration@langleygroup.com.au. Withdrawals can be made via the Course Withdrawal form link on the student portal.

Statutory Cooling Off Period

The Standards for Registered Training Organisations mandate that LGI inform potential students about their entitlement to a statutory cooling-off period. This ten day cooling-off period grants consumers the right to withdraw from a consumer agreement without facing any penalties, especially in instances where the agreement was formed through unsolicited marketing or sales tactics, such as door-to-door sales or telemarketing.

However, it is important to recognise that LGI does not engage in unsolicited marketing or sales approaches. Consequently, this statutory cooling-off period does not apply to learners who choose to enrol in our programmes. For information regarding refunds under different circumstances, learners are advised to consult our refund policy.

Course Duration

To ensure your learning remains current and assessments valid, the courses have a set timeframe which you need to complete the course in.

11250NAT Certificate IV in Wellbeing Science • Online	Up to 6 months You are deemed to have commenced once you are provided your login details to the student portal
11069NAT Diploma of Positive Psychology and Wellbeing • Face-to-face immersion • Virtual live learning	Up to 12 months You are deemed to have commenced the course from the date that you commence your: <ul style="list-style-type: none"> • First webinar for virtual online learning • Day 1 of your immersion face-to-face training

Course Extension Policy

If a student is having difficulty meeting the before mentioned timeframes, LGI may grant extensions under certain circumstances and apply an additional delivery and assessment fee for the extension.

Students can request and pay for an extension of their completion timeframe. The following applies:

- The student is responsible for contacting LGI in writing via email to contact@languelgroup.com.au or form submission on the student portal to request an extension. LGI will then forward a link to purchase the selected extension package
- Students must apply for an extension before their course expiry date
- Payment plans are not available for extensions
- Students can extend their deadline as often as they wish and up to one year after course expiry

LGI will communicate via email about your course, which requires you to provide us with a valid email address. It is your responsibility to monitor when your course is due to expire and to make suitable arrangements if you wish to continue your course.

Extension Fees

The following fees will apply when extensions are granted.

Extension Options and Fees	
One month	AUD\$150 plus GST
Three months	AUD\$300 plus GST
Six months	AUD\$450 plus GST

If your employer has paid for your course, you are individually responsible for paying the extension fees unless an arrangement has been agreed with your employer.

Extensions are not always available as an option and are approved at the discretion of the RTO and the ASQA rules regarding superseded qualifications. It is the student's responsibility to meet their course timeframes and / or make appropriate agreements. LGI does not put courses on hold in any circumstances.

LGI reserves the right to charge the full course fee should you wish to re-enrol in the course at a later date. If part of the qualification has been completed, a Statement of Attainment can be issued for those units completed upon request.

Compassionate Grounds

Extensions, transfers and withdrawals due to compassionate grounds

Compassionate grounds may include cases where a student is suffering from a medical ailment which presented itself after course enrolment (not pre-existing), which is beyond the student's control. In such cases, the student **must supply verifiable evidence which includes a minimum of a medical certificate.**

Individual cases of compassionate grounds will be considered on a case-by-case basis. These may include and are not limited to:

- Sickness or death in the immediate family
- Serious or terminal illness (for example, cancer, heart attack, stroke, dementia)
- Accident causing permanent damage to brain or body
- Experience being a witness in a major accident or crime or being the victim of a crime
- Experience a natural disaster

In cases where a student has a condition, impairment, disability, or personal situation that is pre-existing at the time of enrolment, no refunds will be authorised.

The following reasons are not considered legitimate for consideration of compassionate grounds or hardship, and will not lead to a refund or waiver of fees:

- | | |
|--|--|
| <ul style="list-style-type: none">• Change of mind towards your chosen qualification• Preference for another training provider• Change of career path• Change in your employment status• Changes to your personal circumstances relating to your financial situation | <ul style="list-style-type: none">• Pregnancy• Changes in the time you have available to study• Changes to your location or housing situation• Your lack of progression through the course• Not achieving competence against the entry requirements or any unit of competency within the allocated timeframe |
|--|--|

Cease of Trading

LGI was established in 2012 and since then, we have delivered high-quality training that meets the needs of our students. We love what we do, and we are not planning on going anywhere!

However, under the Standards for Registered Training Organisations 2015, we are obliged to let you know that should LGI cease to trade for any reason, we will work with the regulatory authorities to meet our regulatory obligations, which include transferring your student files to an alternative provider. We will also meet our obligations to advise you as soon as possible of any third-party arrangements or change in ownership that may impact your training.



SECTION 3 - About Your Training

Enrolment and Induction Process

LGI provides important information to each student upon enrolment into a course via this Student Information Handbook and the Course Guide.

LGI's enrolment and induction process includes the following steps:

1. Select the preferred course and delivery mode of study
2. Read and understand the information contained in this Student Information Handbook and in the respective Course Guide
3. Reach out to Administration via administration@langleygroup.com.au. if there is a need for further clarification or discussion
4. Complete the online enrolment form and make tuition payment
5. Complete the Induction Checklist which will be emailed to you in the form of a link

The information collected on the enrolment form is used for administrative and statistical purposes and will remain confidential. For more information, please see our Privacy Policy.

Enrolment is only complete when the tuition payment is made, the Induction Checklist has been submitted by the student and LGI has confirmed the student meets the necessary requirements to undertake the course they wish to enrol for. If the student meets all requirements, they will receive an electronic welcome letter with information about the next steps and how to get started.

Unique Student Identifier (USI) for Australian Students

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account. A USI allows you to see your training results from all providers, including all completed training units and qualifications, all in one place. The Australian Government manages the USI system. All persons undertaking nationally recognised training in Australia require a Unique Student Identifier number.

Creating a USI is an easy process and should only take about 10 minutes. You will need to have appropriate photo identification to gain a USI.

The Langley Group Institute (LGI), as an RTO, can be prevented from issuing students with a nationally recognised VET qualification or Statement of Attainment when the student completes their course if they do not have a valid Unique Student Identifier (USI).

Until we have your USI, we are unable to issue certificates.

In addition, LGI is required to include the student's USI in the data it submits to the National Centre of Vocational Education Research Ltd (NCVER).

If you have not yet obtained a USI, you can apply for it directly at www.usi.gov.au/students/get-a-usi. The USI is ten digits long and must contain only capital letters (except O and I) and digits between two and nine.

If you have a USI yet cannot remember it, please visit the USI website, and click on the 'Find your USI' option. The USI website will provide instructions for retrieving your USI.

Consent and Agreement to Use Your USI

Your enrolment in one of our courses implies consent / permission for LGI to use personal information you have provided during the enrolment process and to verify your USI.

By enrolling in any of LGI's accredited courses you also acknowledge and agree that you consent and understand that the personal information you provide to us relating to your USI is collected by the USI Registrar for the purposes of:

- View and verify a USI
- Assist in resolving problems with a USI
- Create authenticated VET transcripts
- Disclose a student's USI and / or VET transcript to another provider

In the event that LGI needs to search, view and / or verify your USI, an email will be sent to you advising that LGI has searched for or retrieved your USI.

Information for International Students

If you are an international student, not residing in Australia, you **do not require a USI** as this is only required for the Australian vocational education and training sector.

When attending webinars, there might be a time difference depending on where you reside. **Students are advised to be mindful that LGI live learning courses usually operate by Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT).**

Calling fees may apply when phoning LGI's contact numbers depending on your country of residence. You can use emails or internet-based calling and video call services to connect with us.

Entry Requirements for the 11069NAT Diploma of Positive Psychology and Wellbeing

Essential entry requirements:

- You must be over the age of 18 years
- You must have access to a computer and the internet, a web browser, and have basic computer literacy. You must be able to research the internet, write and send emails, navigate through login pages, download materials, and write simple documents
- Elective unit 'NAT11069009 Develop and implement positive parenting interventions' of the 11069NAT Diploma of Positive Psychology and Wellbeing requires students to hold a "Working with Children" clearance if accessing children in the workplace

The minimum Language, Literacy and Numeracy (LLN) requirements include:

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

Entry Requirements for the 11250NAT Certificate IV in Wellbeing Science

Essential entry requirements:

- You must have Year 10 or equivalent, written, and verbal English language skills
- Basic computer skills are sufficient to access, save and retrieve documents and search websites
- Access to a computer with internet

Equipment Required

All assessments are required to be submitted electronically; therefore, you will need access to a computer and stable internet connection throughout the duration of your course.

All LGI courses do require a basic level of computer literacy. Students will need access to a computer with a word-processor (e.g., Microsoft Word) and access to email and the internet.

Students will need to have a basic proficiency in:

- Accessing information stored on websites and from a USB
- Saving a Word document
- Sending and receiving emails with attachments
- Opening web browsers (i.e., Google Chrome)
- Using Microsoft Excel and Microsoft Word
- Using PDF software (i.e., Adobe)
- Specific course requirements as determined by Units of Competency (UoC)
- It may also be beneficial for students to have an understanding of using Microsoft PowerPoint

LGI do not provide these resources, nor do we supply additional support or training for students experiencing IT or computer technical difficulties.

Training Delivery Modes

LGI offers various forms of training delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, virtual learning (webinars), workplace-based, self-paced online learning, Recognition of Prior Learning (RPL) or a combination of these.

Student Welfare, Mental Health and Confidentiality

Given the nature of our training and the subjects discussed, it is common for students to share personal experiences and show vulnerability. At LGI, we are committed to creating a learning environment where everyone feels safe and supported. We ask all participants to handle any personal information and stories shared within this space with the utmost confidentiality, openness, and compassion.

We recognise that certain discussions or stories may be difficult for some students, potentially triggering emotional responses. We encourage all students to be proactive in caring for their own mental health and wellbeing, as well as to support their peers in a calm and non-judgmental manner.

The LGI team is here to provide assistance whenever needed. Should you or a fellow student find yourselves in distress, we urge you to reach out to a member of our team immediately.

Please be aware that there may be situations where we need to direct you or others to additional support services. This could happen if the issue at hand falls outside our expertise or if there are concerns for the individual's welfare, the welfare of other students, or if there is any indication of unlawful activities. Our priority is the safety and wellbeing of all our students, and we are prepared to take the necessary steps to ensure that our training environment remains a supportive space for everyone.

If a person's life is in immediate danger call emergency services and remain with them until help arrives.

Access confidential Australian mental health advice and support by calling mental health helplines such as:

- Lifeline.....13 11 14
- Suicide Call Back Service.....1300 659 467
- SANE Australia.....1800 18 SANE (7623)
- Beyond Blue.....1300 22 4636
- Mindstar.....1300 907 098

Provision for Language, Literacy and Numeracy (LLN) Assistance

LGI acknowledges that reading, writing, listening, speaking, and understanding basic mathematical concepts and processes are often required in the workplace and can be important components of a training course.

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 understand the learning and assessment requirements. The course you are completing will require your ability to read, interpret, act independently and complete written assessments.

If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify us as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs.

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 LLN exercise, 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 requires
- Existing LLN skills are considered

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.

An example is;

Reading Writing Hotline

www.readingwritinghotline.edu.au

1300 655 506

Referrals for Additional Support

All assessments are required to be submitted electronically; therefore, you will need access to a computer and stable internet connection throughout the duration of your course.

In situations where LGI finds itself unable to directly support students with specific needs, we are committed to offering guidance by providing information about organisations or agencies capable of offering the necessary assistance. This commitment extends to facilitating connections with a range of support services, including professional counsellors, relevant associations, or government agencies equipped to address and support those specific needs. Our goal is to ensure that all students have access to the resources and support they require, even when those needs extend beyond the scope of what LGI can provide directly.

For further information, refer below to the Access and Equity Policy or email at administration@langleygroup.com.au.



SECTION 4 - Your Assessments

About Competency-Based Training

Competency-based training (CBT) is a targeted approach within vocational education and training, designed to prioritise the practical abilities a person gains and can apply within the workplace after completing a course. The primary objective of CBT is to align vocational training more closely with the specific requirements and expectations of Australia's industries and businesses.

The results of CBT are designed to mirror the actual responsibilities, work environments, and performance criteria of the workplace. This includes the capability to undertake more complex tasks such as planning, solving problems, and managing projects to their successful completion.

CBT programmes typically consist of various Units of Competency, each outlining distinct learning objectives derived from industry standards. The training delivery is structured in diverse formats to ensure comprehensive coverage and understanding of all necessary skills and knowledge.

Assessment within CBT is crucial, involving the gathering of evidence and evaluation to determine if a student has reached the level of competency required. The aim of these assessments is to verify that an individual can perform to the industry standards, as outlined in the endorsed competency standards specific to each industry or enterprise. Students may be assessed through a combination of written assignments, practical demonstrations, and portfolio presentations.

Should a student's assessment result in a NYC (Not Yet Competent) status, there is an opportunity to resubmit the work. However, if a student receives a NYC rating after two or three attempts, additional support for that unit may be necessary, potentially involving re-training, for which extra fees could be incurred.

Course Monitoring

Every student is expected to bring a strong sense of self-motivation to their studies. Upon enrolment, you will be assigned an assessor who will oversee the delivery of your assessment results and provide valuable feedback. While we are committed to maintaining regular communication and keeping you actively involved in your course, it is important that you also take the initiative to stay in touch with us, ensuring that we have your most current contact information.

If you have concerns about potential disadvantages in the learning environment, it is crucial to address these before enrolling. This way, we can work together to find an alternative learning method that suits your needs better.

Should you encounter any challenges that might impact your studies, we strongly encourage you to communicate openly with your trainer or assessor. They are here to support you and can offer guidance and solutions to help you overcome any obstacles.

Your feedback is invaluable to us, as it plays a critical role in our review and evaluation efforts. We encourage you to share your thoughts and experiences with us, contributing to our ongoing quality assurance processes. Please share your feedback with us at anytime via the Feedback and Testimonials form on the student portal. We will issue a formal feedback form as per our compliance requirements at the end of the course. Your participation in these feedback processes helps us continuously improve and ensure that we meet and exceed our students' educational expectations.

Assessment Submission

All your assessments must be submitted by the course expiry date. If you are having difficulty completing an assessment, please discuss it with your trainer/assessor well in advance of the due date. If you can foresee needing an extension of your course expiry date, please refer to the Extension Policy within this Handbook.

You can also email assessments@langleygroup.com.au, and your enquiry will be directed to the appropriate support person.

Assessments can be submitted under the respective section for each unit on the student portal or by emailing assessments@langleygroup.com.au.

When submitting assessments, please submit each unit in its entirety. Everything in the checklist at 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.

Please allow up to 20 business days to receive feedback on your submitted assessment. Students are responsible for checking and responding to their emails to ensure any potential request for further submission is acknowledged.

For further information on assessments, please refer to the Assessment Guide for Students, which you can find on the student portal.

Assessment Re-Submission

Where students are deemed Not Yet Competent (NYC), they can resubmit their evidence (second submission) within one month – with no extra fees incurred for re-assessment.

In the event after their second submission, they are still deemed NYC, any future re-submissions will incur an extra fee of AUD\$100 plus GST per unit of competency.

Assessment Malpractice

Assessment malpractice includes cheating, collusion, plagiarism, and the use of Artificial Intelligence (AI).

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. We have 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 it 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 the opportunity to copy your work

- **Plagiarism** – Copying from a published work (including the internet) without referencing is not appropriate. This includes the presentation of work that 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 rewording 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 plagiarism checks, and anything scoring above 15% will need to be resubmitted
- **Artificial Intelligence (AI)** – The use of AI software or tools to generate essays or assignment outcomes are prohibited. Any suspected use of AI during the duration of the training course until completion will be investigated and can lead to expulsion from the course

Recognition of Prior Learning (RPL)

We aim to provide all students with the opportunity to recognise their prior learning. If you believe you already have some of the competencies in the course, you 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.

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

To view the RPL Tool Kit, Application Form and related fees, please contact us at administration@langleygroup.com.au

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. You must present all original documents with relevant course codes. We may verify this information with the relevant institution.

Assessment Processes and Evidence Requirements

Assessment plays a crucial role in your educational journey, especially if your goal is to successfully complete your course and obtain certification. To ensure clarity and preparedness, the assessment process will be comprehensively detailed in your course materials, both online and throughout your studies. You will be informed in advance about the timing and nature of any assessments, ensuring you are never caught off guard and are fully prepared for each evaluation. Additionally, you will have access to a wealth of learning resources and the support of a learning coach should you have any questions or need further clarification.

During your course, assessments will be conducted to determine whether you have acquired the essential skills and knowledge required to attain your qualification. Your trainer/assessor is tasked with ensuring that the assessments you face adhere to the national principles of assessment and rules of evidence. LGI maintains a commitment to high-quality standards in all assessment activities and has invested in the development of assessment resources that are not only aligned with these stringent quality requirements yet are also designed to be accessible and student friendly.

Certification will be awarded to students who meet all the assignment requirements of their course, signifying their successful acquisition of the necessary competencies. LGI provides a structured and supportive assessment environment, aimed at facilitating your learning and achievement in your chosen field.

Elements that may be included (depending on the course) in the assessment process are:

- Online theory quiz
- Short answer question
- Practical assessments
- Role play simulation
- Verbal and non-verbal communication
- Problem-solving. For example: learning to learn, decision-making, and creative thinking

Students may appeal an assessment decision through the “Complaints and Appeals” process. This can be accessed in the Complaints and Appeals Policy.

Reasonable Adjustment

While assessments typically occur through assignments and course exercises, LGI embraces flexibility, allowing for adjustments to be made at the discretion of the LGI trainer/assessor in certain courses. These adjustments are contingent upon aligning with ASQA guidelines and fulfilling the minimum competency requirements for the specific course.

This approach to flexible courses is designed to accommodate the diverse learning styles and circumstances of our students, enabling them to progress at their own pace and under conditions that best suit their individual needs. This flexibility ensures that education at LGI is not only about meeting standards yet also about providing an inclusive, adaptable learning environment that recognises and supports the uniqueness of each student’s journey.

Student Support and Guidance

LGI provides you with mentoring, coaching and guidance on course content, as well as effective learning and study techniques, where desired.

We understand that there may be times when personal issues may affect your ability to undertake your training. LGI has identified several support services for students with special needs or requiring additional support and assistance to undertake or complete their learning. LGI training and administrative employees 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 falls under the responsibility of the student.

Certificate and Statement of Attainment

On completion of the full Qualification or Unit/s of Competency, LGI will issue your Certificate and Record of Results within 30 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 yet not the required number for the full qualification.

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

Certificates will not be sent to other parties without the expressed prior written permission from the student.

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

After completion of the course, your certificate will be withheld unless a verified USI has been supplied and fees have been paid in full.

Re-Issue of Lost Statements of Attainments or Certificates

Where there is a request to issue lost Statement of Attainments or certificates this will incur an administration fee of AUD\$100 plus GST. LGI guarantees that upon receipt of this payment the student will receive their replacement documentation through registered post.

Access to Student Records

As a student with LGI, you have the right to access your personal records at any time. These records include:

- Your learner file
- Learning and assessment records
- Administrative records
- AQF (Australian Qualifications Framework) certificates, including the reissuance of a Statement of Attainment or qualification previously issued

Accessing these records can be crucial for monitoring your training progress or revisiting information from past training modules. While LGI retains these records, you are encouraged to request access whenever needed.

LGI will never release any of the student's analytical, outcomes or intellectual learning data outside the rules of ASQA, privacy rules, and state or federal rules.

Information about specific students will only be issued to a nominated third party with the written approval of the student.

Students are required to keep all passwords and logins to themselves and a student allowing access to a third party without the consent of LGI would be fully responsible for any third-party acquisition of that data.

Students will be able to access their personal records at any time by submitting a completed Access to Records form in writing, and providing photo identification to administration@langleygroup.com.au.

Once the Access to Records form has been completed and identification has been provided, students will have access to their records within ten business days.

It is recommended that you keep a copy of all your submitted assessment work. In accordance with our privacy policy, all student assessments will be archived electronically after the issuance of the qualification. They will be held for seven years in accordance with ASQA standards.

Continuous Improvement

LGI is dedicated to the ongoing enhancement of our training and assessment services, learner support, and management systems. At the heart of our commitment is a structured approach to continuous improvement, supported by specific procedures aimed at achieving sustainable progress.

Learner Satisfaction Survey

Upon completing your course, you will receive a Learner Satisfaction Survey. This survey serves as a uniform tool to collect feedback from learners regarding their experiences with the RTO and their participation in nationally recognised training. The insights you provide through this survey are vital for LGI to enhance our service offerings continually. Moreover, the feedback collected helps us fulfill reporting requirements to our regulatory body. We sincerely value your contribution to this survey, as it plays an integral role in our continuous improvement efforts.

SECTION 5 - Student Responsibilities

General

You have several obligations and responsibilities during your time on the course.

These include:

- To be aware of the policies and procedures concerning your enrolment as shown in this document
- To be well informed about the course and the course 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
- Attend all face-to-face or virtual / online sessions and submit assessments in a timely manner
- To keep all records associated with the completion of the course for the duration of the course. This includes assessment tasks and notes, etc.
- To act with integrity and treat others with respect and courtesy

Changes to Personal Details

If your details have changed, it can impact if we are still able to reach you, if we can identify documentation submitted by you and that your certificate will be issued correctly. It is your responsibility to let us know if your contact details have changed. You can let us know by using the Change of Details form on the student portal.

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, we encourage the following:

- Attend all training sessions and complete all required reading and learning activities
- Prepare well in advance of each training session
- Create a suitable, undisturbed learning environment
- 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 assessments and tasks on time using clear and concise language
- Be willing to contact your trainer / assessor if you do not understand the training activity or assessment task

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

Learning Materials

Depending on the course, you receive a hard copy of training and / or assessment materials covered by the course fee. If you lose or misplace the materials provided, additional fees for the replacement of materials may be incurred.

Intellectual Property

While studying, students can print copies of assessments and learning resources / materials to assist them with completing their studies. However, students are to be aware that all assessment products are Intellectual Property (IP) of LGI; as such, any / all IP is not authorised to be distributed, on-sold, or commercialised in any way whatsoever. If a student is deemed to have breached this requirement, legal action will be taken.

Attendance and Punctuality

Attendance in training is recorded each session. This applies to both face-to-face and virtual live learning training. Student attendance is paramount to the successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions if enrolled for face-to-face training. Students are expected to either attend or watch the recorded webinar for the virtual live learning training or online training.

Students are expected to arrive on time. 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 Administration. Other arrangements can be made, including self-paced learning and alternative training dates.

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

All sessions are designed to provide you with the essential knowledge and skills required for relevant units of competency. You are expected to undertake additional reading and research. A further component of the course is online study. This involves downloading lectures and the completion of the corresponding assessment tasks.

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

Behaviour and Misconduct

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, 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 Workplace Health and Safety non-compliance
- Discrimination, harassment, intimidation, or victimisation
- Being affected by drugs or alcohol and being unfit to participate in learning activities

Respect for Others

GI aims to create a positive learning environment to 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 employees and fellow students with respect and observe student etiquette requirements that appear in this handbook or as requested by a trainer/assessor
- Inappropriate language and actions will not be tolerated
- Harassment, bullying or intimidation of employees or fellow learners will not be tolerated
- Treat all facilities and equipment with due care and respect

Mobile Devices during Face-to-Face Training

As an adult learner, your mobile device 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, please leave the room out of respect for other students.

Dress and Hygiene Requirements

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

- Neat, comfortable clothing and appropriate footwear in the face-to-face environment
- If you are working in proximity to others, care with your personal hygiene (clothing, hair, deodorant, etc.) is requested
- For virtual live learning sessions, please also wear comfortable and reasonable clothing and consider you will be asked to turn your camera on for parts of the training

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 that results in personal injury and / or damage to equipment or facilities, notify your trainer / assessor immediately
- If you have a personal health condition that 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 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

Disciplinary Processes

LGI may implement student 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 is asked to justify why they should continue to participate in the learning group
- Suspension from the training room / session
- Expulsion from the training room / session; or
- Expulsion from the training course

SECTION 5 - Policies and Procedures

Privacy Policy

General

The Langley Group Institute (LGI) is dedicated to offering an exceptional service experience to all our students. Our Privacy Policy applies to interactions with the LGI website, www.langleygroupinstitute.com.au, and/or our student portal, which might occasionally be provided and maintained by a third party. By engaging with our website or portal, you are agreeing to the collection, use, and sharing of your personal data as outlined in this Privacy Policy.

This Privacy Policy forms part of the broader LGI Student Information Handbook and our Terms and Conditions, all of which are subject to updates over time. LGI is open to feedback regarding this policy. Should you have any queries or need additional information concerning our Privacy Policy, please feel free to reach out to us by email at administration@langleygroup.com.au.

Notification

LGI will take reasonable steps to notify you, or otherwise ensure you are aware of the purpose for which the information is collected, and other parties it will be disclosed to, and that the LGI Privacy Policy provides information about how to access and seek correction of that personal information. LGI will also take reasonable steps to ensure you are aware of how to lodge a complaint about a breach of the Privacy Act.

Collection of Your Personal Information

Many sections of the LGI website can be explored without the need to disclose personal information. However, for those wishing to make an inquiry, receive further details (whether through email, SMS, or telephone), or gain access to enhanced LGI student features available on the website or portal, providing personally identifiable information becomes essential.

Personal information is defined as data that can uniquely identify an individual. This includes, yet is not limited to, details such as the user's name, address, and email address. It also encompasses demographic data like date of birth, gender, geographical location, preferences, and training activities and inputs, especially when this information relates to other data that can identify the individual.

LGI may utilise or disclose your personal information, including details filled out in your enrolment form and data related to your training activities, for purposes such as statistical analysis, compliance with regulatory requirements, and research activities.

Sharing of Your Personal Information

Under the Data Provision Requirements 2012, LGI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a Vocational Education and Training (VET) course with us. We use your personal information to enable us to deliver VET courses to you and, otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

Use of Your Personal Information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts, administering VET, facilitating statistics and research relating to education, including surveys and data linkage, and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, and state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including programme administration, regulation, monitoring, and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates for policy, workforce planning and consumer information

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

Department of Education is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at www.dese.gov.au/national-vet-data/vet-privacy-notice.

We may also share your personal information with credit reporting agencies, insurers, underwriters, guarantors, agents, finance providers, contractors, assignees, debt collection agencies, mercantile agencies, call centre operators, solicitors, accountants and other third parties associated with the provision of finance and/or collection of outstanding debts. This may also include the provision of your personal information to credit reporting agencies who may provide this to other credit providers as part of their credit reporting services.

Collection of Usage Information

Personal information is distinct from usage information, which pertains to the data we gather regarding how our services are utilised by students, with all individual identities anonymised. This means that while we collect data on how you engage with a service, and aggregate this with similar data from other users, no personal information is incorporated into the resulting dataset. The collection of usage information aids us in identifying trends and understanding the needs of our students, enabling us to enhance and develop new features that improve the overall user experience. Furthermore, we may share this anonymised usage information with third parties for a variety of reasons, including to gain insights that assist us in refining our services, as well as for advertising and marketing objectives.

Collection of Student Feedback and Satisfaction Data

You may receive a student survey, which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Emails and Newsletters

When you enrol and/or create an account through the website and/or student portal, we ask for personal information that may be used to send you the newsletter(s) and other information that you have opted in to receive (including yet not limited to promotional material).

You may choose not to receive promotional emails or electronic newsletters from us by following the “unsubscribe” link or contacting administration@langleygroup.com.au and specifying the particular email(s) from which you wish to be removed.

International Users

Your personal information is collected, processed, and maintained in Australia in accordance with the Privacy Act 1988. If you access our website or portal from outside Australia and choose to provide us with your information, you are giving your consent for the transfer of your information to Australia. Here, your information will be processed and maintained in a way that aligns with the standards and protections outlined in this Privacy Policy. This ensures that regardless of where you are located, your personal data is handled with care and respect for your privacy rights, reflecting our commitment to upholding high standards of data protection.

Security

We implement prudent security protocols to safeguard and maintain the integrity of personally identifiable information, aiming to shield it from loss, misuse, alteration, or destruction by unauthorised entities while it remains under our stewardship. Despite these efforts, we cannot provide an absolute assurance that such information will be completely immune to malicious or unauthorised attempts by third parties to access it. In instances where a third party successfully acquires information through unauthorised means, it is important to acknowledge that our ability to manage or control the use of such information is limited. Our commitment to data protection involves continuous evaluation and enhancement of our security measures to mitigate risks to your personal information as much as possible.

Accessing Your Personal Information

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. LGI reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

You can contact LGI to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice

Changes to this Policy

LGI reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use our website.

Complaints and Appeals Policy and Procedure

Purpose

This policy is designed to offer students a transparent procedure for lodging complaints or appeals, detailing the specific steps to be undertaken to address and resolve the issue to the satisfaction of all parties involved. It guarantees that everyone implicated is fully informed about the actions taken and the final outcomes.

Despite LGI's commitment to delivering fair and satisfactory services to its students, there may be instances where grievances emerge, necessitating either an informal or formal resolution process. LGI treats all complaints and appeals as valuable feedback, seeing them as chances to enhance our services. Our aim is to resolve these issues fairly and efficiently, ensuring that resolutions are reached in a manner consistent with the principles of natural justice.

Definitions

A **complaint** is negative feedback about services or employees which has not been resolved locally. A complaint may be received by LGI in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person yet are generally made by learners and/or employers.

An **appeal** is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to LGI within 28 days of the learner being informed of the decision or finding.

Policy

LGI recognises the right of any student, employee, or member of the public to make a complaint or lodge an appeal, and is committed to resolving such matters in accordance with this policy, ensuring a process free from prejudice, fear of reprisal, or victimisation. Individuals are entitled to formally present their complaints or appeals in writing, and LGI pledges to handle these situations with fairness, equity, and efficiency. We encourage all parties to approach the matter with an open mind and aim for resolution through discussion and conciliation.

In instances where resolution through direct discussion and conciliation proves unattainable, LGI acknowledges the importance of involving an appropriate external and independent mediator to facilitate between the disputing parties. This step allows all involved to formally present their cases in an impartial setting.

Confidentiality is paramount throughout the complaint and appeal process, with LGI dedicated to protecting the rights and privacy of all parties, ensuring a swift return to normalcy and, where applicable, a conducive learning environment.

The handling of complaints and appeals at LGI adheres strictly to the principles of natural justice and procedural fairness. This means that complainants or appellants are guaranteed a fair hearing, access to all pertinent information, and the opportunity to respond. Decisions are made impartially by individuals not influenced by the outcome, based on factual evidence, and considering only relevant factors.

This policy is readily accessible to all students and staff on the LGI website and within the Student Information Handbook, which also includes information on external agencies for further assistance. LGI commits to securely recording the handling and outcomes of all complaints and appeals, including the timelines involved. Feedback received through this process is used to review and, if necessary, revise LGI's procedures and practices to prevent a recurrence of the issue.

Process

Stage 1 - Informal Resolution of Complaints and Appeals as the First Step

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. This may include advice, discussions, and general mediation in relation to the issue.

Stage 2 - Formal Complaints and Appeals Process

Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly. LGI applies the following principles to its complaints and appeals.

2.1 Complaints or Appeals Submission by Student

- The student lodging the complaint or appeal must complete a complaint or appeal form which is available on the student portal
- All other parties can email their complaint or appeal directly to administration@langleygroup.com.au
- All formal complaints must be lodged within **seven (7) calendar days** of the occurrence.
- All appeals must be lodged within **seven (7) calendar days** of the date of assessment result notification to the student
- If the complaint or appeal is raised outside these timeframes, then the complaint or appeal will be considered only in exceptional or compelling circumstances

2.2 Acknowledgement of the Complaint or Appeal

- All complaints and appeal submissions will be acknowledged in writing within two (2) working days of receipt
- The CEO will either deal with any complaints or appeals personally or arrange for it to be dealt with by a Management Representative
- This process must commence within 48 hours from the time the CEO, or their delegate, receives written notification from the person making the complaint
- The CEO / Management Representative, must review the complaint and if required arrange a time for all parties to formally present their side / version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimisation

2.3 Resolution of Complaint or Appeal

- The CEO shall resolve the complaint or appeal or decide for further processing within fourteen (14) working days of the submission date and keep the complainant/appellant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint/appeal
- If there is any conflict of interest, e.g., if the complaint is about the CEO, then the complaint is referred to the Management Representative and vice versa
- Every appeal will be heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the appeal application

- Complainants/appellants 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/appellant's costs unless otherwise authorised
- 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

Stage 3 – Nonresolution

3.1 Independent External Person

- Should the issue still not be resolved to the satisfaction of the person making the complaint, the RTO will make arrangements for an independent external person to resolve the issue. This may be the ombudsman specific to the area or a disputes resolutions specialist from the local magistrate's court
- All costs incurred for the third party review will be advised to the appellant
- All parties will be given the opportunity to formally present their case
- The time frame for this process may vary yet should take no longer than 14 days

3.2 Complaints to ASQA

If any party is still not happy with external mediation, they may lodge a complaint via the National Training Complaints Hotline on 13 38 73, or they may take their complaint to the Australian Skills Quality Authority (ASQA) or other relevant body such as the relevant state department of Fair Trading.

For more information please refer to the following link: www.asqa.gov.au/complaints

You can use ASQA's online platform to make a paperless complaint via the following link www.asqaconnect.asqa.gov.au/

If preferred, please complete the 'Complaint about a Registered Training Organisation' form which can be found on the ASQA website www.asqa.gov.au or at this link

www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form

You can submit the form by emailing: 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

Australia

www.asqa.gov.au

If you need help with the form, or if you are unsure whether ASQA can help with your complaint, please call the complaints team on 1300 701 801, or email 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.

Note:

- Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter
- All documentation relating to complaints or appeals will be securely archived either with the student file or in the RTO's document management system for audit purposes
- The RTO's CEO is responsible for the implementation and maintenance of the policy
- The RTO:
 - a) Securely maintains records of all complaints and appeals and their outcomes, and
 - b) Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence

Appendix

LGI uses a variety of terms in conjunction with the courses, which will be explained in this section.

Assessment	Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant industry competency standards of the learning outcomes of an accredited course. Further, an assessment is the compilation of multiple assignments that need to be completed to meet the unit requirements for assessment of competency.
Assessment Book	For some courses, part of LGI's assessment process is the Assessment Books provided for each unit on the student portal. Students are required to follow the instructions in the Assessment Book of each unit to complete assignments and meet assessment requirements.
Assignment	An assignment is a single assessment task, like writing an essay or answering a question in the Assessment Book as part of the assessment for the respective unit. The assessment for a unit or elective comprises multiple assignments (tasks).
Competency	Competencies are the knowledge, skills, abilities, and behaviours that contribute to an individual's performance.
Competent / Not Yet Competent	'Competent' or 'Not Yet Competent' describe if a student has met all assessment requirements for a whole unit. If they have completed all assignments for the unit satisfactorily, they are 'competent'.
Satisfactory / Not Yet Satisfactory	'Satisfactory' or 'Not Yet Satisfactory' describe if a student has met the assignment requirements for a task as part of the assessment for a unit. If they have met the requirements for an assignment, their assignment work is 'satisfactory'.
Statement of Attainment	Statements of Attainment are documents (like a certificate) that show the units of competency that a student completed as part of a nationally recognised course.
Student Portal	The Student Portal is a login webpage where students can provide a username and password to access the LGI's courses and educational materials. Each student has their own access to the Student Portal, and login details will be provided by LGI upon completing the enrolment process.
Workbook	For some courses, LGI will provide you with a booklet including learning content for units of the course to support your learning experience and assessment preparation. This is called the Workbook.

Telephone: +61 3 9005 8189
Email: contact@langleygroup.com.au
Website: langleygroupinstitute.com
Address: 6 James Street Windsor VIC 3181 Australia