

Student Information Handbook

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Section 1 Introduction

Welcome

Langley Group Institute (LGI) welcomes you as a student and would like to walk you through some important information that will 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 at LGI, as you complete your **Diploma of Positive Psychology and Wellbeing** with the LGI.

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 SRT0's 2015.

Our provider number is 40655 and we deliver the 10030 NAT 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, Emotional Intelligence Worldwide, Training People Worldwide and Press Forward.

Find out more at www.langleygroupinstitute.com

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.

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 teach. They are able to 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.

The Course

LGI delivers an accredited course that can be customised for students or industry. This accredited course 10030 NAT has been approved by the national regulator ASQA and is on the national registered training database – 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.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all of our students regardless of where they are, or the mode of training provided. You could be a full time or part time student, or you could be applying for recognition of skills and knowledge currently held.

Each unit of competency is made up of the following elements:

- Performance criteria;
- Required skills and knowledge;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co-requisites (if applicable).

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete the assessment tasks to the standard of the accredited course. These skills need to be demonstrated in a range of situations and environments over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor;
- Observation reports;
- Certificates and awards;
- Examples of work completed or special projects;
- Position descriptions and performance reviews;
- Question responses
- Projects

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard;
- Understand why the job should be done in a particular way;
- Handle unexpected issues or problems;
- Work with others “in a team”;
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements and
- Know the workplace rules and procedures.

Training locations

LGI currently conducts training in a variety of locations throughout Australia, New Zealand, Canada, and the UK.

Within Australia, we are currently offering the Diploma in Melbourne, Sydney, Brisbane, Perth, Wollongong, and at a Byron Bay Retreat.

We are always looking at conducting training in new and different locations, both locally and overseas. Training may be conducted at other independent locations if required.

Section 2 Participant Obligations and Responsibilities

General

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

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 program and the program 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 workshops and submit assessments in a timely manner;
- To keep all records associated with the completion of the program for the duration of the program. This includes assessment tasks and notes, etc. and
- To act with integrity and treat others with respect and courtesy.

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.

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/ mentor.

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.

In general terms assessment during training will involve:

- Attendance and active participation
- Completing readings with key learnings
- Reflective journaling
- Written action plans
- Essay style responses
- Research reports and analysis
- Role play responses
- Oral responses
- Interventions
- Inventories and assessments
- Workbook activities and exercises. Any handwriting in course workbooks must be legible in order to assist with determining competency.
- Reflective practice
- Demonstration of skills in a real or simulated work environment
- Case Studies

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, will not be tolerated. 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. You must follow referencing guidelines if you take another person's idea, and put it into your own words.

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 in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to classes on time and remain for the full duration of each class. Should it be necessary for you to leave a class early, you must advise the trainer or assessor before the class commences. If you are going to be absent from a scheduled class 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 worked missed.

All classroom sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. It is expected however, that students will undertake additional reading and research.

Workshops are conducted frequently at LGI and you can gain new skills on how to get the most of your studies, tackle assignments and prepare for exams by attending our workshops.

- **Punctuality**

As a courtesy to other learners and the trainer/assessor, all students must 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. In this respect, LGI workshops should be treated the same as formal classes.

- **Behaviour**

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

- **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 victimisation and
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

- **Respect for others**

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

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

- You will be expected at all times to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or are requested during the course 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. Typically though the following break times have been allocated, however these may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks;
- **45 minutes** duration for - Lunch breaks.

- **Changes of Personal Details**

Students are required to ensure their personal details recorded with LGI are up-to-date at all times. Should your circumstances or details change please update your records by contacting administration@langleygroup.com.au

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:

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- 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; or
- Expulsion from the Training course.

Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all 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 and
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

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 and
- Ensure that you are not affected by the consumption of drugs or alcohol.

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 who have special needs, or require additional support and assistance to undertake or complete their learning. LGI training and administrative staff are available if you have problems with learning materials or anything else that may be causing you concern.

Language, Literacy and Numeracy

Discuss with us your options for further language literacy and numeracy development. Language, literacy and numeracy support may be organised if necessary. If you require professional counselling, you will be referred to a qualified counsellor.

Mentoring and Guidance

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

Feedback and Evaluation

LGI values all feedback from students as it assists us to continuously improve the products and services we offer. Students will be issued with formal evaluation forms at various stages during their course with LGI.

It is through students feedback that LGI can identify areas for continuous improvement. All students are encouraged to provide us with feedback, both positive and constructive at any stage.

However if you feel that something is wrong you should not be reticent to bring it to our attention.

Other Resources

The Government agency Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken.

These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centrelink office.

Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/>

1300 655 506

For further information refer below to the Access and Equity Policy or email on support@langleygroup.com.au

Learning Materials

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

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 optimize your own learning and successful completion, you should undertake to do 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 and
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. 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.

Pathways to further study

Graduates of the LGI nationally recognised training may seek credits to other relevant vocational training programmes through the national recognition process.

Section 3 Course Information

Course Delivery

The Diploma is comprised of:

- Facilitator-led face-to-face sessions;
- Group activities;
- Virtual learning and
- Practical work as determined by the needs of the unit(s) of competence being delivered.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations;
- Audio/visual presentations;
- Group participation/ discussions;
- Trainer/facilitator instruction;
- Practical activities;
- Self-paced activities
- Individual projects;
- Workplace based training and
- Case studies.

The expected course duration for the Diploma is twelve (12) months, and you are expected to complete your training and all assessments within this time frame.

You will be given feedback on your assessments (see below for information on assessments) at each stage during the Diploma. You will begin your course (modules 1-6) with six (6) days of face-to-face training at your selected location.

After completing the six (6) days, you will be expected to submit the assessments for modules 1-6 as follows:

- Module 1- One month after completing face to face training;
- Module 2- Two months after completing face to face training;
- Module 3- Three months after completing the face to face training;
- Module 4- Four months after completing face to face training;
- Module 5- Five months after completing face to face training;
- Module 6- Six months after completing face to face training.

You will then have two (2) elective units to complete online.

You can complete the elective assessments at any point during this assessment outline. If at any stage you anticipate needing extra time to complete the Diploma and assessments, please contact enrolments@langleygroup.com.au

Attendance for the 6 day face to face workshop is compulsory. You will not be able to start the assessments without completing the face to face workshop.

Flexibility of Delivery

Flexible delivery focuses on learning rather than teaching and 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, workplace – based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

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.

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 at orientation 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

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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, but not limited to:

- Observations of performance;
- Assignments;
- Written activities;
- Written / oral questioning;
- Oral presentations;
- Workplace performance;
- Projects;
- Case studies;
- Role-plays / simulations;
- Demonstration of skills;
- Online assignments;
- Portfolio of evidence.

Certification will only 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.

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/ mentor.

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.

Assessments will be conducted in accordance with the following principles of assessment:

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgment of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner's needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment

LGI is required to ensure that all evidence provided by students, as proof of their competency, meets the following “rules of evidence”:

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

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

Appeals and Complaints–General

LGI ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- LGI acknowledges that students and clients have the right to appeal an assessment decision, based on valid grounds for appeal.
- LGI has provision for students and clients to appeal against assessment decisions, including those made by a third party partner.
- LGI ensures that students or clients have access to fair and equitable process for lodging an appeal against an assessment decision.

In doing so, LGI:

- Has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- Ensures that these procedures are communicated to all staff, third party partners and students or clients;

- Ensures that each appeal and its outcomes are recorded in writing;
- Ensures that each appeal is heard by an independent person or panel;
- Ensures that each appellant has the opportunity to formally present their case;
- Ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;
- Takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- Utilises outcomes of appeals to review current practices that may potentially lead to continuous improvement.
- Students or clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have found ground for an appeal.

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

The principles of natural justice and procedural fairness are adopted at every stage of the appeal process. The appeals policy is publicly available via the LGI website or student LMS. The appellant can provide detail of their appeal either verbally and/or in writing after providing the Assessment Appeal Form.

All appeals must be lodged within seven (7) calendar days of the date of assessment result notification to the student or client.

If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.

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.

All appeal applications will be acknowledged in writing and finalised as soon as practicable. LGI may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.

If the assessment appeal process will take in excess of 30 calendar days to finalise, LGI will inform the appellant in writing providing the reasons why more than 30 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.

LGI strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

An investigation into an Assessment Appeal may result in one of the following outcomes:

1. Appeal is upheld; in this event the following options will be available:
 - a. The original assessment will be re-assigned, potentially by another assessor.
 - b. Appropriate recognition will be granted.
 - c. A new assessment will be conducted/arranged.
2. Appeal is rejected/not upheld; in accordance with the LGI Assessment Policy the student or client will be required to:
 - a. Undertake further training or experience prior to further assessment; or
 - b. Re-submit further evidence; or
 - c. Submit/undertake new assessment.

Complaints Procedure

1. Complaints arise when a student is dissatisfied with an aspect of LGI's services, and requires action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that LGI has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.
2. LGI views all complaints and appeals as an opportunity for continuous improvement.
3. All complaints and appeals must be submitted in writing to the CEO (yulia@langleygroup.com.au).
4. Each complaint or appeal will be addressed confidentially and punctually within seven (7) (days), with a view to ensuring the satisfaction of all parties with the outcome.
5. Initially, an informal resolution to the problem will be sought through discussions, advice and mediation between the student and the trainer/assessor and any other relevant parties.
6. The CEO will liaise with the complainant/appellant to identify the cause and to resolve the problem to everyone's mutual satisfaction.
7. Where the complaint or appeal cannot be resolved through informal resolution channels, an independent third party panel may need to be formed by the CEO to hear the complaint or appeal. This may involve external organisations, e.g. another institution representative, Consumer Affairs or a representative from a relevant Government Department that may be able to assist.

8. The complainant/appellant will have the opportunity to present his/her case to the panel in person. The first step in this process is for the complainant/appellant to complete a complaints and appeals document. The document can be provided on request by emailing administration@langleygroup.com.au.
9. The complaints form must clearly document the date of complaint, name of complainant, reason for the complaint and any other necessary documentation.
10. Should the complainant wish to have a support person during any stage of this process- they are entitled to do so.
11. The outcomes of the negotiations will be summarised on a "Complaints and Appeals Register", together with any corrective action(s) taken. The CEO regularly assesses any complaints and ensures that the Complaints and Appeals register is used for continuous improvement.
12. The complainant will be informed in writing of the next process with the complaint and this will be done within seven (7) days.
13. The CEO will communicate in writing the outcome of the complaint and they will also inform the complainant of their rights to an appeal.

Appeals Process (Internal)

1. Students can appeal any decision made by LGI should they be dissatisfied with the outcome of the complaint.
2. Students must complete an appeals form which can be obtained by contacting administration@langleygroup.com.au.
3. The CEO will then commence the process within ten (10) days and decide on the substance of the appeal.
4. The CEO will meet with all relevant people involved in an attempt to resolve the issue if possible.
5. If the appeal is a general appeal and based on a complaint outcome- the appeal must be lodged within twenty-one (21) days of receiving the outcome of the complaint. The complaints and appeals register will be updated with the outcome of the appeal when the student is notified in writing of the decision made.
6. Students can also make an appeal regarding an assessment that was undertaken.
7. The first steps in this process are to contact the assessor who may choose to grant another assessment opportunity.
8. The assessor will then provide written feedback pertaining to the outcome of the assessment.
9. Should the student still wish to appeal this process, they must complete the appeals form and this form will be considered by the CEO. The CEO will then decide if the assessment decision is supported or if a third party needs to be involved.
10. If the student is still not satisfied, the CEO will refer them to the regulator – ASQA (Australian Skills Quality Authority).

External Appeals

Where a student is dissatisfied with the decisions of LGI after an appeal, they may choose to contact ASQA. They can be contacted in reference to the following:

- The qualifications issue or not issued to a student by LGI;
- The delivery and assessment of any training provided by LGI and
- The information you have received from an institution concerning the course you are wanting to undertake.

This process should only be undertaken after the issue has been brought to the relevant institution for their consideration and all correct processes have been followed.

Go to www.asqa.gov.au where students can access the necessary steps to lodge a complaint about an institution. The form should then be emailed to complaints@asqa.gov.au.

Certification - General

A certificate is issued once you have completed your qualification. The certificate will state: [your name] has successfully completed [your qualification]. This is an original document that should be kept in a safe place.

Types of Certification

In general, four (4) types of certificates are issued by LGI. Certificates can only be awarded by LGI in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training. A Statement of Attainment lists all of the units for which you have been assessed as Competent. If you do not complete your qualification, we can provide, on request, a Statement of Attainment detailing what you have passed to date. This can be used for credit transfer applications

with other institutions with whom you may wish to study, at a later date. LGI will issue any certificate/ statement of attainment within twenty-eight (28) days of a student having achieved qualification.

- **Certificate of Attendance** – for non-nationally recognised training. Issued when a client attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

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.

LGI will also record and report all certificates/ statement of attainment to ASQA as required.

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

Students will need to demonstrate upon application for RPL, that they have the necessary skills and knowledge relevant to the unit of competency. A 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 at administration@langleygroup.com.au

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.

Fees

The Diploma in Positive Psychology and Wellbeing attracts the following fees:

- Cost of the course \$6,900 (GST except). This includes all course materials and website logins and the issue of the Diploma Qualification.
- 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.
- Where students are deemed not yet competent they can re-submit their evidence (2nd submission) within one (1) 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 Information Booklet which is reviewed annually. For specific information, contact LGI at administration@langleygroup.com.au.

Section 4 Policies

Refund Policy

LGI provides a fair and reasonable refund policy to all its students:

- For fees paid in advance of training, the Institute will provide a full refund, less a \$200 administrative fee, where the student advises LGI in writing of their withdrawal from the course at least five working days before training commences;
- Where a student withdraws from the course within one week of the commencement of training and provides a reason in writing, LGI will provide a refund of 50% of the tuition fees paid, less a \$200 administrative fee;
- Students who withdraw from the course after the first week of training will not be eligible for a refund, unless on compassionate grounds;
- Where valid compassionate grounds are established for a student withdrawing from a course, they will be eligible for a pro-rata refund of tuition fees paid;
- Where a student cannot attend the sessions originally arranged, but still wants to do the training, alternative dates may be arranged, to accommodate their requirements, rather than providing a refund;
- Students are expected to complete the Diploma within twelve (12) months of the commencement of the six (6) day face to face workshop. No refund will be given, should a student not wish to complete the Diploma and or assessments within the twelve (12) month period;
- All applications for refunds must be lodged in writing with the Administration Officer administration@langleygroup.com.au.

Student Code of Behaviour

The Code of Behaviour requires the following rights be respected and adhered to at all times, by students:

- To be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- To be free from all forms of intimidation;
- To work in a safe, clean, orderly and cooperative environment;
- To attend face to face training days and webinars as scheduled to ensure the course outcomes are achieved;
- To ensure that you notify LGI of your inability to attend a scheduled training session or webinar;
- To have personal property (including computer files and student work) and LGI property

- protected from damage or other misuse;
- To have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure);
- To work and learn in a supportive environment without interference from others;
- To express and share ideas and to ask questions and
- To be treated with politeness and courteously at all times.

If a student has behaved inappropriately, LGI may cancel or suspend the student's enrolment in the course.

If a student believes that they are not receiving their due rights, they are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

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:
 - a) Considering access and equity issues during resource development
 - b) Learning materials will be presented in a written/hardcopy and electronic format that enables students to access to materials regardless of their location.
 - c) 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.
 - d) Ensuring all training facilities provide wheel-chair access.
 - e) 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.
 - f) 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.
 - g) Provision for students to submit hand written assessment.
 - h) Provision for extra time to complete assessments.
 - i) Equity of outcomes for all people involved in training.
 - j) 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.

- k) Access for all participants to appropriate quality vocational training programs.
- l) 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:
 - a. Employer Feedback Form Pre-Program (for in-house client programs)
 - b. Student Information Handbook
 - i. 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 support@langleygroup.com.au.

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.
- 3. Once the access records form has been completed and identification has been provided, student's will have access to their records within ten (10) 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.

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.

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

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

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.

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

Date	Title	Jurisdiction
1975	Racial Discrimination Act	Federal
1984	Sex Discrimination Act	Federal
1985	National Occupational Health and Safety Commission Act	Federal
1986	Human Rights and Equal Opportunity Act	Federal
1988	Industrial Relations Act	Federal
1990	Public Authorities (Equal Employment Opportunity) Act	Victoria
1992	Employee Relations Act	Victoria
1992	Disability Discrimination Act	Federal
1995	Equal Opportunity Act	Victoria
2011	National VET Regulator Act 2011	Federal
2015	National Vocational Education and Training Regulator Amendment Bill 2015 including: Standards for Registered Training Organisations (SRTOs) 2015 Data Provision Requirements 2012 Financial Viability Risk Assessment Requirements 2011	Federal

	Student Identifiers Act 2014	
2001	Corporations Act 2001 and Regulations	Federal
2010	Competition and Consumer Act 2010	Federal
1968	Copyright Act and Regulations and Amendments	Federal
1987	Fair Trading Legislation and Regulations	Federal
1974	Trade Practices Legislation and Regulations	Federal
2003	Spam Act and Regulations	Federal
1988	Privacy Act and Australian Privacy Principles	Federal
1992	Disability Act with Disability Discrimination Amendment (Education Standards 2005)	Federal

Web-Sites to Review for relevant legislation
www.asqa.gov.au/
http://www.comlaw.gov.au/Details/C2011A00012
http://www.newapprenticeships.gov.au
http://www.dest.gov.au
http://australia.gov.au
http://scaleplus.law.gov.au/
http://www.vic.gov.au

Feedback and Satisfaction

At LGI we encourage students to notify the relevant personnel of any problems or issues they are experiencing during their course.

This allows LGI to attend to the relevant issue and assists with continuous improvement processes. We encourage feedback at any stage during your course with LGI.

At the conclusion of the face to face workshop, all students are asked to complete a course evaluation survey. This evaluation survey includes general feedback, course specific feedback, and feedback about the facilitators and facilities. This information is then tabulated and used for continuous improvement purposes.

Once you have submitted your assessments at the end of your course, you will also be given a feedback form specific to assessment and the results of this feedback are used for continuous improvement purposes.

Student Welfare

At LGI we acknowledge the sometimes challenging issues that students face during their learning.

Our team is dedicated to assisting our students where possible, to ensure that your learning experience with us is a favourable one.

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.