



STUDENT HANDBOOK

Life Skills Training

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Student Handbook

Greetings and welcome!

What are you looking for in your celebrant training? Are you looking for the best celebrancy course in Australia, a course that will provide you with professional and relevant celebrancy training, education and ongoing support? Look no further, for this is what Life Skills Training (LST) offers you.

With over 71% of Certificate IV in Celebrancy graduates feeling unprepared for their work as a marriage celebrant, I have designed a course that tackles that problem head on. My celebrant students graduate with the confidence needed to stand in front of weddings every day and absolutely rock at what they do, while also being prepared to address the legal structures and requirements of being a Commonwealth Registered Marriage Celebrant.

As one of my valued students, you will receive support, information and inspiration all the way through. My students always have direct access to me through email and phone. I am a working celebrant and may not always be available to chat straight away, but if you leave a message, I will always call you back.

I will continue to support you after your studies, when you are facing the challenges of creating best practice ceremonies in the real world. You will be able to stay in touch with the other students you meet through the course. You will be encouraged to attend ceremonies (observing appropriate protocols), learn from your colleagues, and enrich each other by sharing experiences.

At the moment your one and only trainer and assessor is me, Sarah Aird, CEO of Life Skills Training, and I am widely regarded as the best celebrancy trainer in Australia. I do have a small team of trusted assessors who help me out with reviewing your assessment tasks, but they work to clear criteria that help them make consistent decisions the same way I would.

In addition to initial training, LST holds a contract to provide required Ongoing Professional Development for registered celebrants, so you can feel confident that I am in touch with a wide range of practising celebrants on a regular basis, as well as keeping completely up to date with what's going on in the world of celebrancy.

About Me: Sarah Aird, CEO, Celebrant Trainer, Marriage Celebrant, Funeral Celebrant

I have been a Commonwealth Registered Marriage Celebrant and funeral celebrant since 2013, and in that time have earned a formidable reputation amongst Australian celebrants as the go-to person for all matters concerning marriage legalities and business. My knowledge of the Marriage Act, Regulations and Guidelines is thorough and current, and I work hard to keep up to date with any changes to the way Australian celebrants work.

My ceremony clients are just as impressed with my work as my colleagues are; I provide a warm and compassionate service to my wedding and funeral clients, and they are always quick to recommend me to others.

I not only know all of the things, I'm also adept at teaching them to new and experienced celebrants in a way that is friendly and approachable. With expertise spanning all aspects of a celebrant's work, from the legalities to writing ceremonies to performing ceremonies to running a successful, process-oriented business, I have so much to give to the next generation of Australian celebrants, and I am delighted to have the opportunity to pass on my skills and knowledge.

If you'd like to hear me speak on all things celebrant-related, have a listen to my podcast with Josh Withers, The Celebrant Talk Show, available in your podcast app or at <https://celebrant.fm/>.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Life Skills Training.

Studying through Life Skills Training

Life Skills Training provides courses that are:

- practical
- informed by industry needs
- flexible
- affordable
- delivered by friendly, professional and supportive staff.

Our obligation as your RTO

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Our contact details

Address: PO Box 7101, Glen Iris VIC 3146

Phone: 0434 884 834

Email: training@lifeskillstraining.com.au

Office hours: 10am – 6pm, Monday to Friday

Courses provided by Life Skills Training

Life Skills Training offers CHC41015 Certificate IV in Celebrancy; please click the link to view more information on the course page of our website: <https://www.lifeskillstraining.com.au/celebrant-training>

About CHC41015 Certificate IV in Celebrancy

Life Skills Training trains students to become professional marriage celebrants by offering the qualification CHC41015 Certificate IV in Celebrancy, which is the nationally recognised training allowing graduates to apply to the Commonwealth Attorney-General's Department (AGD) for registration as a Commonwealth-Registered Marriage Celebrant. The course addresses specific legislative responsibilities of marriage celebrants and provides a range of electives representing different aspects of celebrancy work.

Selection and enrolment

Life Skills Training accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

You will be contacted within 10 business days to let you know the status of your application and to confirm your details. At that point, if your enrolment is proceeding, we will arrange an entry interview to confirm your suitability and support needs. This may be done over the phone or via Zoom.

To confirm your enrolment, you will be required to sign the Student Agreement we send you and make payment of the deposit amount indicated.

Upon approval of your application, you will be sent further information about how to get started in your course such as when and where you will need to attend, which information or course materials you need to read prior and who to contact if you have any questions.

Applying to become a Commonwealth-registered marriage celebrant

Completing this course does not guarantee that you will attain registration as a Commonwealth Registered Marriage Celebrant. Please ensure you have read the information on the Attorney General's Department's website about Becoming a Marriage Celebrant before you enrol for this course:

<https://www.ag.gov.au/families-and-marriage/marriage/become-marriage-celebrant>

Once you have completed the Cert IV in Celebrancy, you will be required to apply for registration as a Commonwealth Registered Marriage Celebrant. The Attorney General's Department will assess your suitability for registration based on the information you provide in your application. The application fee is currently \$600.

Creating a successful and sustainable celebrancy business can be difficult. It's important that you know it may be tough to earn a full-time living from celebrancy. It is also crucial that aspiring marriage celebrants are aware they are not allowed to advertise their services or take bookings from marrying couples until after they have received their registration as a celebrant.

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Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- provide us with your USI, or
- provide us with permission to access or create your USI on your behalf.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

If you are providing us with permission to access or create your USI we will need a valid form of identification from the list below. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Australian Driver's Licence
- Medicare Card
- Certificate of Registration by Decent
- Centrelink Concession Card
- Citizenship Certificate
- ImmiCard

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Life Skills Training can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

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To apply, download and fill in the Credit Application Form, and submit it as part of your application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Life Skills Training has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to two weeks into your course.

If you think RPL is an appropriate option for you, the first step is to contact our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined by how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Please refer to the Course Outline for an outline of applicable RPL fees.

For more information about submitting an application for RPL, contact the head office.

Study options

Online courses are delivered completely online entirely from your own home, starting as soon as your enrolment is processed. You have 12 months to review the content and complete the assessment tasks.

Blended learning courses start with spending five days in a classroom with me and a small group of other trainees, during which I download as much information as I can from my brain into your brain, and then you have 12 months to review the content and complete the assessment tasks. The benefit of undertaking the

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course via blended delivery is direct access to me for five days during which I teach you the content, rather than you needing to learn it by reading the materials independently.

Course induction

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and assessment processes. It will advise you on a range of other important matters relating to your rights and responsibilities as a student.

For blended delivery students, the induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety).

Student code of conduct

All students are expected to abide by this Code of Conduct during their participation in their course with Life Skills Training. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Life Skills Training holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Life Skills Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Life Skills Training, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.

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- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Life Skills Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Life Skills Training if any difficulties arise as part of their involvement in the program.
- Notify Life Skills Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

Course expectations and requirements

The training and assessment offered by Life Skills Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. For the Certificate IV in Celebrancy you will be studying a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

The course is delivered in a cluster. This means the units have been packaged together to avoid repetition. You will receive training and assessment for all units at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

The course looks at ceremonies in general in Australian culture, then takes a deeper look at marriages and funerals. We also look at what is required to set up a sustainable celebrant business. A hard copy comprehensive manual is provided for blended students; the same manual is available electronically for online students. There is also a range of additional required material including videos and further reading provided. Assessment is extensive and involves everything from written assignments through to mock interviews, rehearsals and ceremony performances (all of which must be videoed for submission); at least one ceremony must be performed in front of at least 20 people, and at least two ceremonies must be performed using PA equipment.

Training and assessment time requirements

You should be prepared to allow approximately 20 hours per week over a 12-month period in order to complete the course on time. Of course, if you have more time to devote to your studies you may be able to complete the course in less than 12 months. I offer you a maximum of 12 months to complete the required assessment work, with extensions available for a small fee.

Assessment arrangements

At the beginning of the course, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- be provided with detailed assessment instructions for each task, including the criteria that you'll be assessed against.
- be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted electronically to training@lifeskillstraining.com.au.

You must keep a copy of all tasks that you submit; we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NYS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Yet Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have two further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Yet Satisfactory for a task, reassessment fees may apply to further attempts.

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Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs and the reasonableness of the request.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

Life Skills Training has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need, and you will also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

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- One on one support from our trainers/assessors including providing you with their phone and email contact details.
- Study groups where you can work with your fellow students.
- Referral to relevant external services (see below).

Contact us at 0458 022 190 to discuss your support needs.

External support services

For students requiring additional support with their studies, work or life, Life Skills Training provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee, which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14 Website: <https://www.lifeline.org.au/>

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Healthdirect Australia

Telephone: 1800 022 222 Website: <https://www.healthdirect.gov.au/>

Symptom checker, medicines and health information.

MindSpot

Telephone: 1800 614 434 Website: <https://mindspot.org.au/>

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses or can help find local services.

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Butterfly Foundation

Telephone: 1800 334 673

Website: <https://butterfly.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

My Future

Website: <https://myfuture.edu.au/>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments.

Rape & Domestic Violence Services Australia

Telephone: 1800 737 732 (1800 RESPECT)

Website: <https://www.1800respect.org.au/>

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

Tenants Union of Victoria

Phone: 9416 2577

Website <https://www.tenantsvic.org.au/>

For information about renting rights and obligations in Victoria

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, as we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regard to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate; responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

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Access to your records

You may access or obtain a copy of the records that Life Skills Training holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the CEO using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that Life Skills Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Life Skills Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address, send you an email or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

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Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Life Skills Training must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Life Skills Training has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Life Skills Training emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Life Skills Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Life Skills Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should

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lodge a complaint as per Life Skills Training Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Life Skills Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Life Skills Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Life Skills Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Your privacy

In collecting personal information, Life Skills Training complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic, Education and Training Reform Act 2006 (Vic) and the relevant privacy legislation and regulations of the states/territories in which Life Skills Training operates.

The Victorian Government, through the Department of Education and Training (the Department)'s collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Sensitive information is only collected by Life Skills Training if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Life Skills Training's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

Life Skills Training ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Life Skills Training to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Life Skills Training if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.

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- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Life Skills Training retains evidence that the student has acknowledged the following Privacy Notice as part of their enrolment process.

Privacy Notice

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

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Life Skills Training for statistical, administrative, regulatory and research purposes. Life Skills Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Fees and Refunds Policy

1. Information about fees and charges

- Life Skills Training protects the fees that are paid in advance by students by not requiring a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
 - Fees will be paid off during the course in instalments according to a set payment plan which meets these requirements

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- Fee information relevant to a course is outlined in detailed in the *Student Agreement* and summarised on the *Course Outline* as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees
 - Any other costs payable to the RTO including costs for recognition of prior learning if applicable
 - Payment terms and conditions including deposits, refunds and payment plans if applicable
- The *Student Agreement* and the *Student Handbook* which are provided prior to enrolment, includes this Fees and Refunds Policy and informs the student of their consumer rights. Students are asked to sign the *Student Agreement* in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- No cooling-off period applies as Life Skills Training does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling or direct approach marketing in a public places).

2. Course fee inclusions

- Course fees as applicable to each course are detailed on the *Student Agreement* and include:
 - All of the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, reassessment fees may apply.
 - One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Course fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
 - Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
 - Printing costs (if required).
 - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.

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- Life Skills Training cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Payments

- Payments can be accepted by electronic transfer or credit card.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Life Skills Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4. Transfers

- Fees paid are transferrable to a different blended intake if the original session is no longer suitable for the student, at no charge to the student. Only one transfer is allowed per enrolment; additional transfers will attract an administration fee.
- Students may upgrade from online to blended learning by paying the difference in the fees at the time of the blended intake commencement.

5. Suspension of enrolment

- Students may suspend their enrolment for up to 12 months and recommence their training program at a later date and incur no additional fees. Students wishing to suspend their enrolment for more than 12 months will need to cancel their enrolment and re-enrol when they are ready to recommence the training program.

6. Refunds

- All course fees include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Life Skills Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment does not entitle the student to a refund.
- RPL application fees are non-refundable.
- Students may cancel their enrolment in writing at any time, but if their training program has already commenced, they will not be entitled to a refund of any fees paid.
- In the unlikely event that Life Skills Training, or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Life Skills Training or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Life Skills Training ceases to deliver the course in which a student is enrolled, and the agreement is terminated.

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- Where Life Skills Training needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Life Skills Training will automatically conduct a refund assessment of all affected students and issue the refunds due to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

- The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Life Skills Training in the provision such as:
 - Textbooks or other materials provided
 - Training provided and received (e.g. number of meetings/classes/visits etc.)
 - Individual support provided by the trainer/assessor
 - Assessments marked or feedback provided (including RPL).
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy & Procedure.

7. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy & Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

8. Extensions

- Students who are unable to complete the training program within 12 months may apply to extend their enrolment for three months at a time, at an additional cost of \$300 per extension. Only two extensions are available; if the course is not finished after 18 months, the student will need to re-enrol and start again.
- Extensions are only available to those students who have completed a substantial amount of work at the time of their application for extension.

9. Publication

- Life Skills Training will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

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Additional Fees and Charges

Life Skills Training has the following additional charges which may apply in some circumstances.

Non-Tuition Fees – all students	Charge
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required
Additional copies of student manual or Guidelines Where original provided is lost or misplaced. One copy of the student manual is included in blended delivery course fees.	\$100 per student manual or Guidelines applies
Printing and photocopying Printing costs required if students require a copy of any records that Life Skills Training holds about them.	20c per page.

Tuition Fees	Charge
Reassessment fee (per assessment task) Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, reassessment fees may apply for additional attempts.	\$250 per assessment task
Recognition of Prior Learning (RPL) application fee (per unit) Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.	\$500 per unit
Extension fee Extensions may be applied for by students who have completed a substantial amount of work but will be unable to complete their training program within 12 months. A maximum of two three-month extensions are available before a student will need to re-enrol and recommence their training program.	\$300 per extension

Complaints and Appeals Policy

1. Nature of complaints and appeals

- Life Skills Training responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing services on behalf of Life Skills Training.
 - Any student or client of Life Skills Training.
- Complaints may be made in relation to any of Life Skills Training's services and activities such as:
 - the application and enrolment process
 - marketing information

- the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student.
- An appeal is a request for a decision made by Life Skills Training to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Life Skills Training.

2. Principles of resolution

- Life Skills Training is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Life Skills Training ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Life Skills Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Life Skills Training will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

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- Life Skills Training will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy & Procedures.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to Life Skills Training's head office at PO Box 7101, Glen Iris VIC 3146, attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Life Skills Training to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

6. Resolution of complaints and appeals

- Some or all members of the management team of Life Skills Training will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- Life Skills Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Life Skills Training.

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- Life Skills Training may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Life Skills Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Life Skills Training’s registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Life Skills Training in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the following webpage below before making a complaint to ASQA:
<https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>

For other stakeholders:

- Information about the process and information you should provide is available here:
<https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

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9. Publication

This policy and procedure will be published in the Student Handbook and on Life Skills Training's website.

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment for the units completed will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Life Skills Training reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Life Skills Training is not permitted to do so by law.

Life Skills Training must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Policy definitions

Appeal means a request for a decision made by Life Skills Training to be reviewed

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Life Skills Training

Fee payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

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Student forms

Name of form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect